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National Letter Writing Week

February 24-March 1

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P.S.
Write
Soon
Postal Service sponsors
National Letter Writing Week

he Postal Service will sponsor a National Letter Writing Week (NLWW) February 24-arch 1 in cooperation with the ational Council of Teachers of nglish.

And postal people across the country will be able to participate in this annual event (see accompanying article).

In addition, you'll read about NLWW in newspapers and magazines, hear about it on the radio, and see special items and events on television.

The objectives of the special week are:

☐ To focus attention on the power of the written word and letter writing to shape opinions, preserve memories, lift spirits, and link people.

☐ To convey to the public the importance of the mails.

☐ To seek to increase personal correspondence.

Three pairs of U.S. postage stamps focusing on the importance of letter writing will be issued during NLWW. First day of issue ceremonies will take place at the Library of Congress in Washington, DC.

A special poster, to be displayed in post offices, will remind the public about NLWW.

There will be special school activities, as well, highlighted by distribution of a new 64-page book, "All About Letters."* The book, prepared by the Postal Service with the cooperation of the National Council of Teachers of English, will be available at a nominal cost to students in grades six through 12.

"All About Letters" has three sections offering valuable guidance and instruction. The first has motivational articles by syndicated newspaper columnists Abigail Van Buren (Dear Abby), Joyce Lain Kennedy, and Carol Baker. Other noted contributors are composer-performer Stevie Wonder and Darryl Stingley, the New England Patriots' former star receiver.

There are articles on how to write job application letters and resumes, fan letters, pen pal letters, and letters to the editor, and on how to avoid being cheated by mail fraud swindlers, and how to write consumer complaint letters.

Section two provides addresses of organizations where students can obtain publications of interest. The third section instructs students on proper techniques for addressing mail, ZIP Codes, and various USPS services available to mailers.

During NLWW, many post offices—perhaps even yours—will offer special guided tours of their facilities for students and, in some cases, will send postal representatives to local schools to meet with the youngsters, talk to them about the Postal Service, and answer their questions about mail service.

A special issue of *Stamp Fun*, a school feature distributed to 40,000 Benjamin Franklin Stamp Clubs with a total membership of one million elementary school children, will describe good letter writing methods and the educational, sentimental and personal values one gets through personal correspondence.

"The Mini Page," which appears in more than 450 newspapers, will carry a special issue on letter writing for elementary and pre-school children, reaching an estimated 30 million readers.

Americans send about 3½ billion personal letters to each other annually, according to the Survey Research Center at the University of Michigan, and the average household receives 15 pieces of mail a week—more during the December holiday season, although the number received depends largely on where people live, their family income and their educational level.

There is a permanence to letters, for many people save notes they have received.

A letter can often be the perfect gift. For instance, a grandma wrote the following letter to a syndicated newspaper column, "Hints from Heloise":

"Dear Heloise," the letter begins, "I am a great-grandmother whose immediate family lives out of state. Among my grandchildren, I have an unmarried 21-year-old grandson who, on a recent gift-giving occasion, gave me the best present a grandmother could receive. He simply wrote, 'My gift to you, Granny, is a letter every month.' "

As the years go by, letters from youngsters away at camp become treasured items in the family archives. One such missive, reprinted in *Parents' Guide*:

"Dear Mom and Dad: The big thing at camp for us woodsmen is the mudhole. The mudhole is a big hole full of mud and water. We either wear our underwear or cutoffs and run and jump in it and roll in it. After we get all muddy we run down the bech (*sic*) and wash off. I know you are read (*sic*) to faint so I won't talk about it. Another thing we like to do is scare each other when we go to wash up in the bathroom. Your son."

Or this from another youngster: "Mom and Dad: You forgot to pack my towel so I am not

continued

* To purchase a copy, write to "All About Letters," National Council of Teachers of English, Dept A, 1111 Kenyon Road, Urbana, IL 61801, and enclose a check or money order for $1.50 per copy, payable to NCTE. Do not write to Postal Life or Postal Service Headquarters.

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Three pairs of U.S. postage stamps will be issued during National Letter Writing Week. First day of issue ceremonies are scheduled for the Library of Congress in Washington, DC.

going to wash this time at camp."

Not all the cute letters from camp are written by youngsters.

An otherwise unidentified "Aunt Gabby" receives and answers letters from the more mature members of the world of recreational vehicles, sometimes known as campers. "Dear Aunt Gabby," published in 1971 by the Trail-R-Club of America, documents some of the problems presented to her and how she resolves them.

"Dear Aunt Gabby," begins a note from someone signing as inexperienced, "I am about to travel, a lone woman with two children, in Canada, Mexico and the United States. What should I look out for?"

"Dear Inex," answers Gabby, "Canadians, Mexicans and Americans."

Newspaper and magazine editors also receive many more letters than they write, but, when they do write, the replies may not always be what they expect.

In 1963, Groucho Marx, actor, television personality, and himself a noted letter writer, received a note from a *McCall's* magazine editor.

"Could you," she asked, "send us a few quick quotes about cars in connection with an article we are planning . . . if you drive, we would like to have a list of the items you keep in your glove compartment. . . . What extras do you wish glove compartments had room to hold? . . ."

In a "sincerely yours" response, Groucho wrote: "You ask what I keep in my glove compartment. The last time I looked I had a woman's bikini, one half a cheese sandwich without mustard and a letter from the finance company saying that if I don't pay the $5,000 I owe on the $5,000 car, they will take matters into their own hands. If they do, they'll find it pretty messy in that glove compartment. . . ."

Perhaps William James, the famous author and psychologist, said it best about the importance of letters: "As long as there are postmen, life will have zest." ■

You can help

Here comes National Letter Writing Week (NLWW), February 24-March 1, and here are some thoughts on how you and perhaps your family can participate:

1. Add "P.S. Write Soon" to the back flap of personal correspondence envelopes during the week. (Postal Life is giving you a practice head start by adding a rule to the contest on page 18 in this issue of the magazine. If you enter the contest, you must write "P.S. Write Soon" on the back flap of your envelope to have your entry considered for one of the 30 prizes.)

2. During NLWW, write a personal letter you've been putting off but meaning to write, to—

- ☐ *A good neighbor who has moved away.*
- ☐ *A long-time fellow employee who has been reassigned or who has retired.*
- ☐ *A friend or friends you made on your last vacation.*
- ☐ *The best man or maid/matron of honor at your wedding.*
- ☐ *An old schoolmate.*
- ☐ *A favorite aunt or uncle, niece or nephew.*
- ☐ *The editor of the local newspaper, expressing your views on a timely topic.*
- ☐ *Grandparents or grandchildren.*
- ☐ *A relative or friend who is recuperating from a recent illness.*
- ☐ *Someone who's a long way from home.*

3. If your local newspaper carries "The Mini Page," which will have an issue dedicated exclusively to National Letter Writing Week next month, have your children share the "page" with their friends.

4. "Joys in the Attic." Some of the fondest memories can be recaptured by rereading old letters. You might want to share their messages with those who wrote them by sending them a copy with your up-to-date thoughts.

5. Extract 10 names from your Christmas or Easter mailing list and write them a personal letter. ■

(Editor's note: We want to share with you the following editorial, "The Fifteen-Cent Alternative." Stephen Judy, editor of The English Journal*—copyright © 1979 by the National Council of Teachers of English—wrote it, and the editorial is reprinted with the Council's permission.)*

About a year ago, Wisconsin's Senator William Proxmire criticized the U. S. Postal Service for advertising its services. Such advertising, the Senator said, was comparable to the Pentagon running a promotional campaign for war.

If the Senator is interested in rooting out Pentagonesque advertising, I suggest that he look to the telephone company, which has launched an attack on the plain old letter, while promoting the claimed low cost of long distance. In one TV commercial, George Washington, his face on a stamp, looks on in animated horror while an announcer explains that dictation, typing, filing, and mailing costs raise the price of the typical business letter to $4.79.

Now I will never underestimate the capability of American business to take something simple—like the letter—and make it ridiculously expensive, but someone on Senator Proxmire's staff ought to run a similar cost analysis of the single phone call. Consider, for example, that writing a letter involves one, or at most, two people at a time, while an office call ties up at least two people—caller and callee—and may involve their secretaries, somebody at the switchboard, and an operator. And what about Mickey Mouse phones, Princess phones, extension phones, car phones, and phone answering devices? If one follows the phone company's model, all those would have to be computed in the cost of a call. It's Alexander Graham Bell, not George Washington, who should be horrified.

"Reach out and touch someone," goes a phone company jingle designed to eliminate one's guilt about running up the phone bill when a letter would do. A more accurate phrase, I submit, would be, "Reach out and interrupt someone," . . .

The office phone rings. Conditioned like Pavlov's dog, I stop writing in mid-sentence and pick up the receiver.

"Hello, I've got to talk to you," says the voice of one of my students.

"Well," I say, "you're doing just that."

"No, I mean, really talk to you, like, in your office." For this student there seems to be a distinction between "really" talking and talking on the phone.

"What's it about?" I ask.

He delivers a four minute monologue telling me his problem.

I say, "It sounds as if you've told me everything you were going to tell me if we really talked." I outline a possible solution to his problem.

"Yeah," he says, "that'd work, but I still have to come by to talk because there are papers to sign."

I see a chance to ride my hobby horse. "Why don't you mail me the papers and save yourself a trip over?" Victory!

A fleeting one. "Yeah," he says, "but I don't have a stamp."

I carry stamps around in my billfold. From time to time I go to the post office and spend $4.50 for a booklet of thirty. If you believed the phone company, you'd think that sum would only buy me 9/10ths of a letter, but those stamps serve my correspondence needs for a month . . .

I also think that the bad reputation of the post office is not altogether deserved. The mail service provides a convenient scapegoat:

A manuscript is long overdue: so I phone the author. [I'm not opposed to phones; I just want to see their use kept in perspective.]

"Where's that manuscript you promised me?"

"What?!" Shock, dismay. "You didn't get it? I sent it days ago. Well, you know how the post office is these days. If it doesn't show up tomorrow or the next day, let me know and I'll send another copy."

Three days later the manuscript arrives, postmarked the day after our telephone conversation.

As English teachers, I think we ought to promote letters, which are an invaluable form of discourse for business or pleasure. Phone company ads to the contrary, business letters command attention not given to routine phone calls. To keep the Pentagon in its place, letters are terrific for making love, not war. And no ring, beep, buzz, or flashing light can create the satisfaction of going to the mailbox and seeing that someone has written you a letter.

I urge you and your students to reach out and touch someone—really touch that person. Choose the fifteen-cent alternative. ■

OUR WINNING TEAM AT T

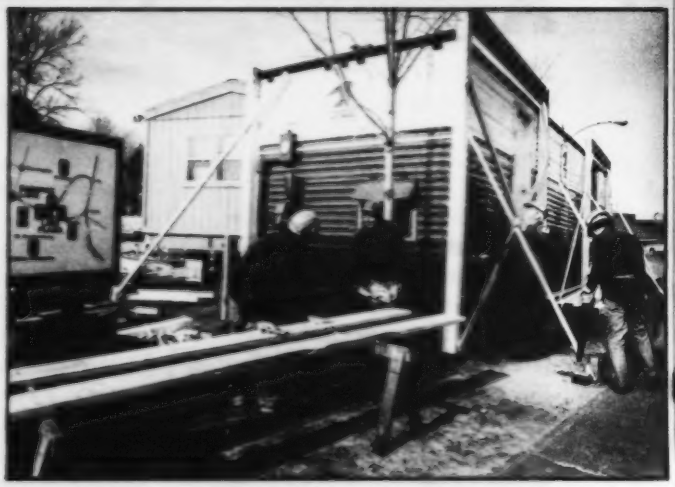
When 1,200 athletes from 37 countries, along with 5,000 Olympic staff members and 500,000 visitors, descend on Lake Placid, NY, and surrounding environs February 12-24 for the 1980 Olympic Winter Games, the United States Postal Service will be well prepared to serve them.

"This is our opportunity," said Postmaster General William F. Bolger, "to show the world that service is our last name and our first priority."

Accordingly, intensive and extensive planning has been under way since 1976 to ensure first-rate service, not only for the Olympic throngs but for the Postal Service's resident customers in the seven-city impact area. In Lake Placid alone, USPS will be serving, in addition to its regular 3,000 customers, a daily crowd of 50,000 to 60,000 people. The residents have been kept fully informed of special Postal Service efforts—such as keeping the Lake Placid Post Office open 'round-the-clock throughout the Games—which have been developed to ensure the continued smooth flow of their mail.

The anticipated boom in other mail has necessitated meticulous planning. In May 1976, Richard Stewart, manager of the Westchester District; John Collins, manager of the Glens Falls Management Sectional Center (MSC); and others went to Montreal to meet with the key people who handled the arrangements for the Summer Olympics there.

In 1977, Stewart appointed a local Postal Olympics Coordinating Committee, under the leadership of John Coultry, postmaster of Malone. "And it has been a coordinated effort by local, sectional center, district, and regional people since then," said Stewart. "They are doing an outstanding job. Also, Ron Vandegrift, general manager of the Headquarters Sales Division and general coordinator of USPS Olympic efforts, has been extremely supportive."



USPS retail trailers will be strategically placed at major Olympic sites for the convenience of customers. Above, the trailer for the bobsled run is cautiously eased onto the site. Right, workmen prepare mobile unit to be used in downtown Lake Placid, supplementing retail sales in the main post office.

In complete agreement with that assessment, Collins said that "the local committee's initiative and expertise in formulating and implementing the necessary efforts and coordinating all of the work with the official Olympic Committees stand as a model for the Postal Service."

Chairman Coultry developed the areas to be covered and organized the local committee in July 1978. Although Lake Placid was designated as the official site of the 1980 Winter Olympics, events also will be held in six surrounding locations. The postmasters in all of

PHOTOGRAPHS BY PATRICK S. McCABE

THE WINTER OLYMPICS

mbers of the USPS Local Olympics Coordinating nmittee hold a late-night meeting at the Lake cid Post Office.

the towns, plus key people from the sectional center, served on the committee.

As is necessary in any such gigantic undertaking, the committee held regular meetings and achieved important results every step of the way.

One of the early tasks was to determine the increased USPS staffing needs and invite people from other areas in the Northeast Region to apply for the coveted positions. Forty-nine of 254 volunteers were assigned to the impact area, effective a few days prior to the start of the Games on February 12.

They are to be fully briefed on the key elements of their work at a meeting this month in New York. And, long before they were scheduled to arrive in Lake Placid, the USPS Coordinating Committee had obtained and outfitted 14 housing trailers for them and other USPS personnel. The Committee also obtained four vans to transport them, as well as supplies, to and from the USPS outlets. And, PM Joanne Zaumetzer wrote a booklet for them with information on anticipated weather conditions, locations of local hospitals, churches, barber shops, etc., and related information one takes for granted only on home turf.

Another major item was facilities' needs, which was handled primarily by Wakely (Skip) Moorehouse of the Glens Falls MSC. His job included re-doing many of the impact area post offices, and securing, re-designing, outfitting, and locating four retail trailers at strategic sites. The latter had to be completely gutted, modified in size, and re-painted, and a superstructure was designed to enhance their appearance and improve their customer usability. Most of that work was accomplished with post office maintenance people at Ray Brook.

But, even if you have sufficient staff and facilities, how do you actually move the mail through such a people-packed area in in-

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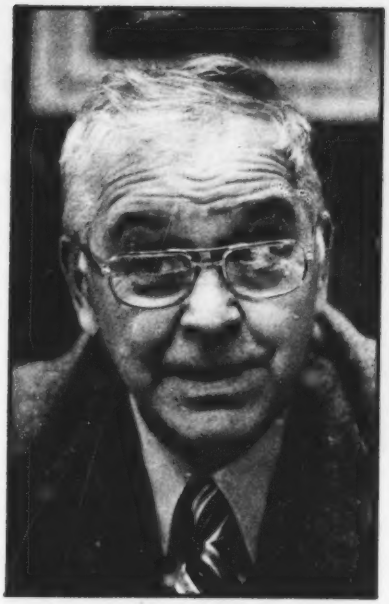

Left, Jack Shea, former USPS employee and current supervisor of North Elba, reminisces about the 1932 Winter Olympics where he won two Gold Medals. Above, Edward Koops, carrier in Schenectady, NY, trains for a berth on the 1980 U.S. Olympic Bobsled Team.

clement weather conditions? With only one route into and out of Lake Placid slated to be open to traffic (most visitors must park about 14 miles away and ride buses to the Games), two of the area's postmasters, Pat Tom and Harvey Tebo, and Robert Collins worked out ultimate delivery methods with George Stahler of the State Department of Transportation.

They carefully inspected city and star delivery routes, mapped alternative plans, and established a system with local editors and broadcasters to notify customers in case one or more of the carriers would become slowed by the huge crowds.

Another major task was to obtain key sites for the USPS retail outlets, and because of the committee's success postal employees throughout the country and other television viewers worldwide will easily recognize the sparkling red, white, and blue USPS retail outlets at every major site.

Part of the service provided there will include special Olympic philatelic products. While three commemorative stamps were issued for the 1932 Olympics, also held in Lake Placid, this year USPS will have the most comprehensive package of commemorative issues, philatelic products, and postal services it has ever dedicated to a single event.

The products will include 10 postage stamps, three postal cards, a stamped envelope, and an aerogramme. Additionally, nine special pictorial cancellations will be available from the nine temporary USPS stations at the Olympics.

Previous Olympic stamps included the three in 1932, one in 1960, four in 1972, and another four in 1976—for a total of 12. When the 1932 First Day of Issue stamp was sold in Lake Placid 48 years ago, it enjoyed the greatest sale of any such issue up to that time; 400,000 were sold.

LOCAL U.S.P.S. OLYMPIC COORDINATING COMMITTEE

Among the people who played key roles in planning and organizing the Postal Service's participation in the 1980 Winter Olympics were:

Richard Stewart, manager, Westchester District

John Collins, manager, Glens Falls Management Sectional Center

John Coultry, postmaster, Malone, NY; chairman, local Postal Olympics Coordinating Committee

Barry Brennan, then MSC director, Customer Services; appointed District Olympic Coordinator; when promoted to director, Customer Services, Syracuse Management Sectional Center, succeeded by

Jack Carr, MSC director, mail processing

Matthew Di Fiore, MSC director, finance

Wakely (Skip) Moorehouse Jr., MSC superintendent, engineers

Robert Collins, MSC acting director of mail processing

Leo Bola, postmaster, Lake Placid, NY

Gary Foster, postmaster, Ray Brook, NY

John Campion, postmaster, Saranac Lake, NY

Joanne Zaumetzer, postmaster, Wilmington, NY

Harvey Tebo, postmaster, Tupper Lake, NY

Pat Tom, postmaster, Port Henry, NY

Roland Hewitt, postmaster, Plattsburgh, NY, until he retired in October 1979, and was succeeded by

Ed Stimill, officer-in-charge, Plattsburgh, NY

Ron Vandegrift, general manager, Sales Division, Customer Services Department, Headquarters, Washington, DC ■

Additional demand was so heavy that the then-postmaster of Lake Placid, the late Sol Feinberg, wired postal headquarters in Washington, DC, for an additional 200,000 stamps. They were flown in the next day.

"It was absolutely hectic here then," recalled Lake Placid resident Anna MacKenzie, whose late husband, Ronald, worked in that post office (and later became postmaster) and served as president of the local Olympic Organizing Committee. "Demand was so heavy that some of us wives pitched in down at the post office to help with the work."

Her memories are shared by Margaret Fitzgerald, whose late husband, Timothy, was a casual employee in 1932, and later became a full-time clerk and carrier.

Their son, Tim Jr., true to the family tradition, has been a carrier there for 21 years. And, he said he is "really looking forward to the 1980 Games. I know it will be very crowded," he added, "but we can get the job done."

One more current resident and former USPS employee, Supervisor Jack Shea of the neighboring town of North Elba, remembers more than the postal effort in 1932. He is *the* John Amos Shea who mounted the victor's platform during the opening ceremonies in 1932 to take the Olympic oath "for the honor of our countries and for the glory of sport." Less than an hour later, the Dartmouth sophomore re-mounted the platform to receive the Gold Medal for speed skating! Before the Games ended, he had been awarded Golds for both the 500 meter and 1,500 meter events.

Well, one Postal Service employee, circa 1980, also may earn the coveted title of Olympic athlete. Edward Koops, a carrier in Schenectady, NY, has been competing for a berth on the U. S. Olympic Bobsled Team. He and eight teammates have spent the past several months in intensive training for their competition with 20 to 25 other American teams to determine the three teams which will represent the U. S. at Lake Placid.

Since July, Koops and the others trained three to five nights a week and on weekends to achieve top physical condition. "We also worked with a psychiatrist on psychological conditioning," he said, "so that we can go into it with a solid 'can do' attitude. . . . We have been learning how to discipline our minds to minimize the effect of the frigid weather and to maximize our concentration on each turn of the bobsled runs.

"It's tough work," the 33-year-old carrier admitted, "but it's well worth the effort. We have a great team and a great coach. It would be the honor of a lifetime to represent our country in the Olympics!"

Such enthusiasm for the 1980 Winter Games has been running high throughout Upstate New York for over a year. Nowhere is it more noticeable than among the Postal Service employees there.

When the country and the world are provided with 151 hours of television coverage of Olympiad XIII in February, USPS people everywhere will be able to take pride in the major contributions of their colleagues in the Northeast, who will be demonstrating to the whole world on behalf of the entire Postal Service that, indeed, "service is . . . our first priority." ■

Postal customers at the 1932 Winter Olympics were served by this contingent from the Lake Placid Post Office; left to right, Fred Dennin, Ron MacKenzie, Charlie McMorrow, Seymour MacKenzie, Tim Fitzgerald Sr., and Mat Monahan.

OLYMPIC ARTS PROGRAM

The National Fine Arts Committee, which organized the extensive arts program for the 1980 Winter Olympics, will be the participating organization for the Postal Service's First Day of Issue Ceremonies at Lake Placid.

On February 2, the Lake Placid First Day of Issue covers and cards will be delivered by dog sled from Lake Placid to a special Olympic Philatelic Exhibition at nearby Saranac Lake. The exhibition will feature a detailed showing of stamps, covers, picture post cards, seals, and other items that were generated from the first Olympic Commemorative stamp issued in 1932.

AS SIMPLE AS SDC ADC

Area distribution centers will help speed the mail and improve service

Some things will be different. There'll be a new system to learn, particularly for manual distribution clerks, as the Postal Service alters its 65 state distribution center (SDC) concept next month. In its place will be 86 area distribution centers (ADCs), reducing the re-handling of First-Class letters and flats at the sectional center level.

The new system will ease the heavy volumes at congested points, make more efficient use of distribution equipment, and place the managed mail distribution closer to the final delivery area.

We'll also have a new system to process mail which does not carry a ZIP Code. In the past, we mixed such mail routinely with the ZIP Coded mail. We then sent it on to a designated destination point where it was often necessary to spend an extra handling to separate it from the ZIP Coded mail.

Beginning in February, under the area distribution center network, we will separate uncoded mail from coded mail at the point of origin for proper dispatching to destination distribution points. Thus, customer services representatives at origin points will be able to alert business mailers about incomplete or incorrect address lists which could be delaying their mail inadvertently.

But the biggest change we'll have to deal with is the relearning of distribution patterns as we move to the ADC concept.

The new system will mean that at every office processing outgoing mail we will have to relabel all originating manual distribution cases and reprogram letter sorting machines to accommodate these centers. At present, separations conform to state boundaries for the most part; now they will conform to ZIP Code groups.

And for the first time, LSMs and manual cases will be compatible, having the same ADC separations.

On manual cases the primary separation often will require a secondary sort, as the 77-separation cases cannot handle the full range of 86 ADCs. It will also mean retraining some LSM operators and developing new dispatch schemes.

Since the LSMs will be reprogrammed, machine operators will key as before; however, at selected offices, some formal retraining of machine clerks will take place in the Postal Employee Development Centers. Manual distribution clerks will not receive formal retraining, although they will have some relearning to do.

The ADC concept means we'll be able to sort more mail to five digits than before and provide consistent service for machinable and non-machinable mail.

For example, under the SDC concept, manual processed mail for Vancouver, WA, a suburb of Portland, OR, is sent to Seattle and machine processed mail to Portland. Under the new concept, all the mail will go to Portland.

Another example of what the change will mean is Upstate New York. Presently, Buffalo is the state distribution center. All First-Class letters and flats flowing to this section of the state go to Buffalo for initial processing. Then all that mail addressed to the Syracuse area goes there for additional processing.

Under the new system, there will be two incoming distribution centers: Buffalo and Syracuse. All mail carrying ZIP Codes 130 through 139 will come directly to Syracuse, and only mail carrying ZIP Codes 140 through 149 will go to Buffalo.

The change will mean that most cities will now have separations for Syracuse as well as Buffalo on their manual cases.

A major by-product of the change will be a 1% to 2% improvement in second- and third-day delivery standards.

Overall, it will mean an improved image for the Postal Service as we find new ways to do our job better. ■

Friends find a way

Fellow employees help handicapped LSM operator

PHOTOGRAPH BY SAM TSUNODA

"My life has changed so much in the last few years, I can hardly believe it," says a smiling Darcy Stephenson, a letter sorting machine (LSM) operator in the Phoenix, AZ, Post Office.

As recently as three years ago, no one—least of all Stephenson—thought she would ever be able to work on an LSM machine. But her tenacity, coupled with the encouragement of a clerk and the ingenuity of two electronic technicians, turned the tide.

You see, Stephenson was born without a left hand or wrist.

She first applied to the Postal Service for a job in 1975. "I took the clerk-carrier test," she says, "and I was called in for an interview. But they were hiring only LSM operators, and it was impossible for me to take that test."

However, the Postal Service did give her a 21-day appointment that Christmas season as a mail handler. The following Christmas they called her back on another temporary appointment to case mail.

During both of those assignments, Gordon Deapen was a clerk on Stephenson's tour. "I noticed that she was a very good worker," he recalls, "but since we were hiring only LSM operators, there was no way we could employ her."

Deapen, now a training and development specialist in the Postal Employee Development Center, asked Bill Hofbauer, an electronic technician, if some kind of adapter could be built to enable Stephenson to work on an LSM machine.

"Frankly," Deapen says, "I had no idea what the solution might be. But Bill went to work and developed a box that would enable her to key with one hand.

"Later, Harley Anderson, also an electronic technician, got together with Bill and refined the adapter even further."

Hofbauer had built an adapter which electrically transposed the 5 through 9 switches on the lower keyboard and the other 0 through 4 switches on the upper keyboard. It can be used on both the GATX sequential/chordal trainer and on the multi-position LSM console.

Anderson's adapter transposed the 0 through 4 and 5 through 9 switches on the upper keyboard and added a ground to the auxiliary key detector in the ZMT. While simpler and easier to install, it works only on the LSM console.

Their skill translated into the LSM job for Stephenson. "I was hired for machine work in October 1977," she says, "and trained on a letter sorting console to which the adapter was attached. Then in January 1978 I officially reported to my tour 1 job," she exclaims with a smile that lights up her whole face.

"I just love this machine," she says, "and it's wonderful to work with so many nice people. Things are really going great for the first time in a long while."

Stephenson has a full schedule these days—carefully balancing her time raising an active nine-year-old daughter, Kristen; working at the post office; and participating in her favorite sport, bowling.

"Since I work from 10 p.m. until 6:30 a.m., Kristen sleeps at my mother's home," she explains. "Then when I'm sleeping or bowling in the mornings, Kristen's at school. So we make it a point to spend most of our evenings together.

"It's a wonderful life," Stephenson concludes. "I'm very happy."

So are Deapen, Hofbauer, and Anderson, without whose help she would not be an LSM operator today. ■

READEX FICHE

It was a milestone year—one that was in stark contrast to the economic ills of many private companies and the increase in deficit spending by the rest of the government.

For the first time since 1945, the Postal Service had an operating surplus in fiscal year 1979—$469,836,000! The year before USPS posted a $379.4 million loss.

Unfortunately, the picture for the current fiscal year, 1980, is not as bright as FY 79, for inflation and spiraling energy costs will take their toll. We project a deficit of nearly $600 million—or almost $1,000 for every postal employee.

One of the major reasons for the '79 surplus was the increased income realized from the mid-1978 postage rate increase and the fact that, contrary to experience, the volume of mail did not dip after the increases took effect. Instead, volume continued its steady climb, and in 1979 reached 99.8 billion pieces of mail.

We would have done much better, however, had we achieved our gross productivity goal of 3%. Our surplus for the year then would have been about $200 million greater than it was.

Instead, gross productivity increased a disappointing 1.3%. For 1980, Postmaster General William F. Bolger said in his annual letter and review of the year's highlights to the Board of Governors, "I am determined that we will achieve at least a 3% productivity increase."

Historically, a surplus has been an elusive goal for the postal system, and the 1979 mark was achieved despite the fact that inflation for the year was about 13% and despite enormous increases in our costs for gasoline, heating, cooling and electricity.

1979, according to the PMG, was a year when the Postal Service, in addition to its financial gains, also took positive steps toward moving into electronic mail and when we stood fast against the incursions of alternative delivery services.

The electronic battleground, while a figure of speech, was quite real for us in 1979, for "the only way in which we will be able to keep our volume rising and keep finances dependable is through the use of electronic technology to move mail," Bolger said.

While the Carter Administration supported the Postal Service's ap-

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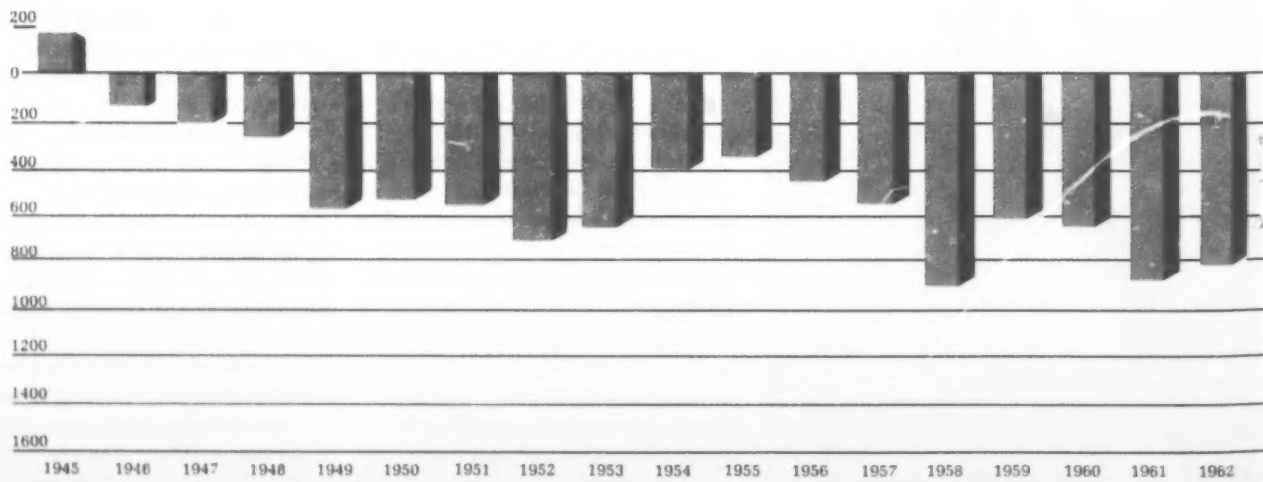
POSTAL SYSTEM'S NET INCOME/ LOSS SITUATION SINCE 1945

Net Income (+) Net Loss (−) by Years (in millions of $)



plication to participate in electronic technology, there were some objections to our role from inside and outside of government. At present, we are involved in a jurisdictional dispute with the Federal Communications Commission.

A highlight of the year was the report of a Joint Industry/Postal Service Task Force on Alternative Delivery. The report made a number of recommendations to overcome some of the antiquated rules and regulations which have hampered large mailers and spurred them to seek alternative methods of delivery.

We also proposed a new subclass for bulk Third-Class Mail presorted to carrier routes, but the Postal Rate Commission recommended restructuring all the rates for bulk Third-Class Mail instead of acting solely on the presort proposal. We have resubmitted this proposal.

We also proposed to restructure the bulk parcel post subclass of mail, but the PRC did not recommend our proposal.

We did make impressive gains in several other areas: Express Mail was up more than 54% to 12.2 million pieces and presort volume climbed to 5.7 billion pieces from 2.2 billion in 1978.

While we forged ahead in many areas during FY 79, several problems persisted, notably inflation, rising energy costs, and workers' compensation costs which rose to an equivalent of more than a full penny of First-Class postage.

But Bolger believes that by improving the quality of the postal product, employees can help maintain the high service levels of the past and enable USPS to increase its commitment to the American public.

On balance, "1979 was an active and productive year," Bolger noted, and postal achievements could not have been possible "without the dedication and hard work of many thousands of postal managers and employees throughout the nation." ■

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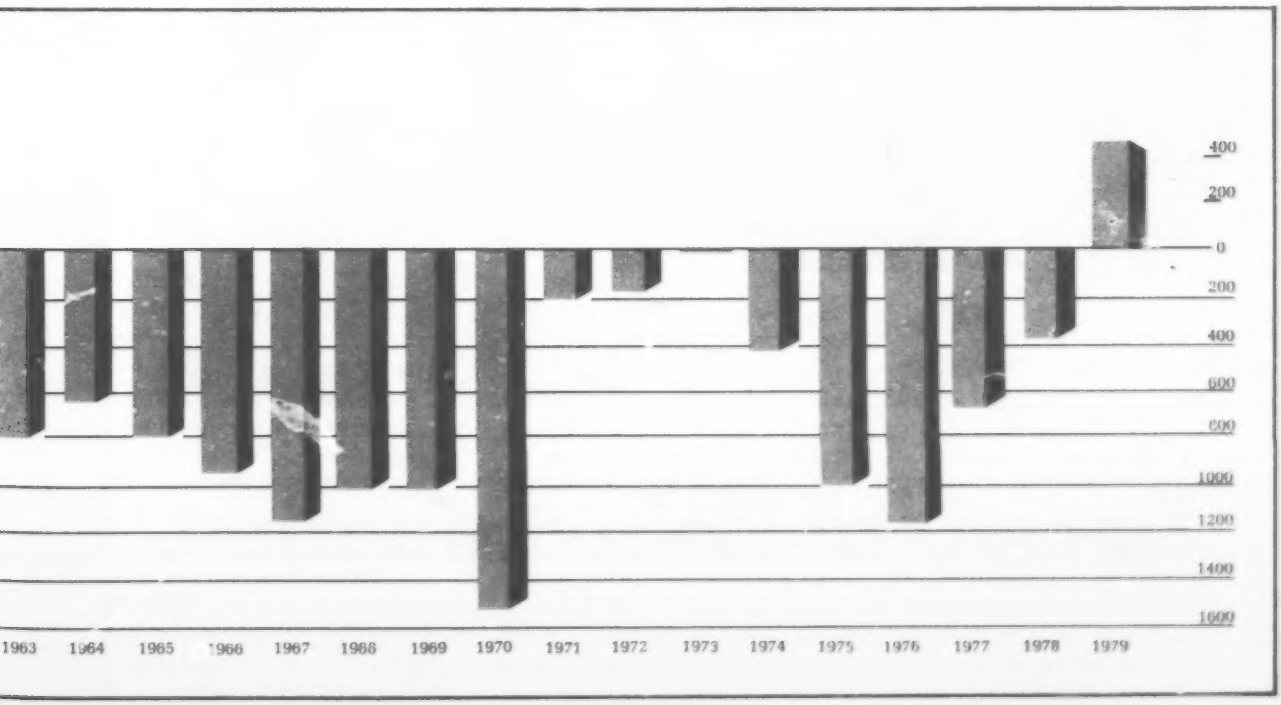
Postal Life has a limited number of the "Annual Report of the Postmaster General Fiscal 1979" available. We will fill orders until our supply is exhausted. If you wish a free copy, write to Annual Report, Room 10923, U.S. Postal Service, Washington, DC 20260.



The 80s

Decade of Determination

The Postmaster General looks into the future

Americans have a penchant for taking peeks into the future. And the beginning of a new decade is a proper time to look into the crystal ball.

The decade of the 1970s marked our birth as the U. S. Postal Service, and despite some early sputterings we have generally prospered. We accomplished many things, and we accomplished them as a team. As a result, the Postal Service is today the best and strongest mail system in the world.

Now, as we greet the dawn of a new decade, we face new challenges. The question is: Will we be up to them? There is no doubt in my mind that we will, mainly because I know first-hand the quality and caliber of the men and women who work in this organization. I've come up through the ranks, and I know many of you personally and I know your work.

There are many challenges ahead —our entry into large-scale electronic communications; the growing threat of alternative delivery; the implementation of an expanded ZIP Code; the difficulty of maintaining sound finances; the need to increase our conventional mail volume; and the importance of our pulling together, making certain we keep talented people and provide them with the opportunity for personal growth.

Alternative delivery and electronics, I feel, are somewhat tied to each other. While we face challenges from more conventional alternative delivery organizations —such as United Parcel Service and local "mom and pop" deliverers— I see the threat of sophisticated electronic systems being even more significant in the years ahead.

For one thing, the so-called checkless society—in which people transfer funds electronically—may become more of a reality. For another, many customers may be conducting more personal business using their television sets or telephones than the mail.

How widespread the effects will be depends on cost and acceptability. How much will it cost you to shop or pay bills by telephone, to get your newspaper as a hard-copy by-product of television, or to exchange recipes for a souffle using your TV? And, will Americans accept the idea of pulling information needed in their daily lives from a "black box" in their home?

Up until now the prognosticators have been wrong. They said many years ago, for instance, that the checkless society would be a fact of life for most Americans by now. However, the opposite is true. The vast majority of people still want to hold a piece of paper in their hands, assuring themselves of the money they have or that a bill has been properly paid and recorded.

Yet, I do see the black box, or the home communications center, coming into greater use, but based on the past, I venture to add that it will happen more slowly than many predict.

I still see a large role (and, yes, an expanding role) for our conventional mail system in this new decade.

Even with the growth of electronics, our traditional mail business will continue to increase. Our volume for fiscal year 1979 was approximately 100 billion pieces, and if we only grow at an average 1% annual rate in the 1980s that will mean a minimum of 10 billion pieces more in the decade.

Certainly our involvement in electronics would mean significant reductions in our transportation, processing and handling costs and greater growth in the number of pieces of mail we handle each year. But, even without an involvement in electronics, we'd still have a lot of work to do, and while I don't mean to minimize a potential loss in mail volume, I want to assure you that I am determined to do everything possible to build our business, not let it slip.

To do this, none of us can afford to be complacent. Thus, with the endorsement of the President, we hope to plug into electronics in *partnership* with private industry in order to fulfill our mission to improve service and hold down rates. We have an obligation to our customers to do both.

Here is what the Postal Service plans to do in electronic message transmission in the 1980s:

- ☐ We will use it as a new, improved means of moving the mail to the places we serve, just as we use airplanes, trucks, and trains.
- ☐ We will use it to reduce our costs of handling mail and to help reduce costs for our customers in preparing that mail.
- ☐ We will use it to achieve postage rate stability.
- ☐ We will use it to speed and improve service.
- ☐ We will use it to preserve a viable Postal Service.
- ☐ And we will use it to fulfill our legal and moral obligations to our employees.

As you know, there have been some regulatory problems totally beyond our control regarding startup of an E-COM (Electronic Computer Originated Mail) service. But I am determined to press for a resolution of this issue and to explore other opportunities to provide a needed service for our customers.

Meanwhile, the maintenance and improvement of our conventional mail system remain paramount to the success of our organization and to the interests of our country. Our future role in electronics will depend largely on how people perceive we handle our *current* job of delivering the mail. Many, of

continued

course, believe we are not doing a good job, and the only way to win the support of these critics is to demonstrate our reliability *each and every day.*

Traditional alternative delivery services, however, will continue to challenge us, particularly in the area of parcel post. Volume has dwindled for many years and decisions—such as a recent one by the independent Postal Rate Commission preventing us from restructuring the bulk parcel post mail subclass which was designed to recapture a fair share of this growing market—have hurt. I know, though, that we can save the volume we have, and we will work to increase it. I also know that we can hold the line in our other mail classes as well.

In the 1980s, we will have to continue concerted efforts to preserve the most important elements of the Private Express Statutes, and we will have to continue to be innovative in coming up with new approaches and procedures, such as the presort program and our other cooperative efforts, with business mailers. Among these efforts: the successful Joint Industry/Postal Service Task Force which has zeroed in on numerous regulations that can be and are being changed to make doing business with the Postal Service easier and more realistic.

Thanks to this Task Force, we've dumped some archaic rules and we've streamlined others, demonstrating our responsiveness to the modern needs of large mailers.

We're attempting other approaches to improve service to business mailers and the general public, and some of the initiatives of the 1970s will carry over well into the '80s and beyond. One is expanding the ZIP Code from five to nine digits. The expansion will permit us to improve operations and service by reducing sorting errors and speeding mail processing.

For too many years, the post office moved ahead all too slowly, if at all. But in the supersonic 1980s we will continue to be pressured to advance more rapidly. That, incidentally, was one of the reasons behind Postal Reorganization: to modernize an outdated, outmoded postal system.

We've done that through mechanization, and we will continue to mechanize and then automate as necessary, but while we are streamlining we cannot lose sight of the fact that our people really make the Postal Service tick.

We will need to hold on to talented people, giving them opportunity for training and growth, enabling them to cope with the future. While there may be some changes ahead in the types of jobs we will offer, the changes, I believe, will be for the better. Many of the jobs will require more skills, for they will be more technical in nature. We will also have to worry about and deal more forcefully with the problem of job boredom. Just how we do this is an avenue we will have to explore in the years ahead; we will need to search for the answers, studying what others with the same problems, such as the automobile manufacturers, have done.

As we fulfill our role in new markets that electronics open for us and as we maintain our commitment and sustain our growth in conventional mail, we must remain alert to operating within strict financial parameters. The key to this is continuing to improve our productivity.

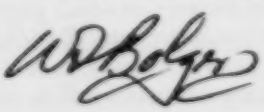
By increasing productivity and widening our business, we should be able to keep a reasonable lid on price increases and at the same time live within our budgets. We will, of course, be greatly influenced by outside forces, such as the general economy, including the rising cost of oil, and possible changes in public policy by the President and the Congress. But we owe it to ourselves and to our customers to take firm hold of our financial fortunes and not fall into old pre-Postal Reorganization habit of spending, spending, spending.

One of our major concerns—as an organization and as individuals—must be inflation. In effect, it's like playing with funny money, for as wages go up sharply in response to skyrocketing prices, real income tends to stay the same or go down. We must face the fact that the only way we're going to defeat inflation is to stop tying wage *and* price increases to it. They must be tied to increased productivity and better products.

What happens to the Postal Service in the 1980s and how we respond to outside pressures and demands will also to a great extent depend on how well postal management and labor pull together to meet the new challenges.

If the Private Express Statutes, for instance, are compromised, if we continue to lose large segments of our business to alternative delivery services, if we cannot get a handle on our finances, then the Postal Service's ability to function smoothly will be hampered. One result will surely be a threat to postal jobs.

We cannot pull against each other and achieve commonality of purpose. Meeting the challenges successfully will take individual efforts, for the Postal Service will only be as good as each of us—or as good as we are collectively—but more and more these efforts will have to be in the same direction. ■



MORE FOR THE MONEY

If you are one of the 400,000-plus postal people who take stock in America each payday, you should make note of some recent changes in the U.S. Savings Bond program.

The Treasury Department, in an effort to trim administrative costs in the program, has introduced a new series of bonds offering a new set of benefits to buyers.

Its EE series bonds, to be called "United States energy-saving bonds" will replace the familiar E bonds most often purchased through payroll deduction plans.

For postal employees, the switch to the new bonds will take place March 22, the beginning of pay period 8. That's when all savings bond deductions will begin buying EE series bonds.

No action on your part is necessary if you want to continue reaping rewards from regular investments in America. The change will take place automatically, all according to your previous instructions on how much you want to allot each pay period and who the bonds will go to.

And you needn't do anything about the E bonds you already have —and will get until March 22— except enjoy their benefits.

However, because of the differences between the E and double-E series, you may want to make adjustments in the *way* that you save. Or you may want to increase your allotment.

Some examples and recommendations appear below, but first, here's how the EE series compares with the E bond:

☐ Like the E bond, the EE bond offers 6½% interest when held for five years. But the EE bond will pay at the 7% rate if held for the entire 11-year maturity period. This incentive to hang onto your bonds for another six years is one of the changes aimed at administrative savings for the government. Series E bonds will also earn an extra ½% interest if held for 11 years beyond the next interest payment in 1980.

☐ In conjunction with this longer maturity period, Treasury has reduced the "buy-in" price of bonds in the new series. The cost of an EE bond is exactly half its face value instead of the three-quarters of face value required to buy an E bond. For example, where it costs $75 to buy a $100 E bond, it will cost only $50 to buy a $100 EE bond.

☐ The $25 bond has been retired. The lowest denomination in the EE series is $50.

☐ The minimum retention period on the new series is longer. You must wait at least six months to redeem the EE bond; an E bond becomes redeemable in two months.

As you can see, the advantages of putting your money into U.S. Savings Bonds will continue.

In fact, the major change you will notice after March 22 is that you're accumulating bonds faster or in a higher denomination.

The only alteration that will take place without your specific authorization concerns the $25 bond. Since the new series won't offer this denomination, your allotment will automatically begin buying $50 bonds. For many, this will mean unapplied balances at the end of some pay periods—some smaller, some larger.

New allotment cards, which will be available March 1, will allow minimum payroll deductions in $2.50 and $1.25 increments to eliminate unapplied amounts.

Here are some fairly typical situations and some recommended adjustments you might want to consider:

You get one bond at a time

Say that you allot $3.75 a pay period and now get one $25 bond every five pay periods. With the EE series you will get a $50 bond after seven pay periods and have an unapplied balance of $1.25 in the seventh period.

Recommendation: Change the denomination of the bond you buy to $75. After five pay periods you would get the average dating benefit and you would receive the bond in 10 pay periods.

You get one bond a pay period

If you're the most typical USPS bond buyer, you allot $18.75 to buy one $25 bond every two weeks. On March 22, your allotment will automatically go toward the purchase of a $50 bond. Therefore, you will receive a $50 EE bond after two pay periods and have an unapplied balance in your account of $12.50 in the second pay period. For the next two periods you will get a $50 bond each time and then start the cycle again.

Recommendation: Start buying $75 bonds and receive a bond every second pay period—along with the average dating benefit. ■

MAIL FROM A TO Z

We've come up with a new type of contest this month to go along with the Postal Service's sponsorship of National Letter Writing Week, Feb. 24-Mar. 1.

"Mail from A to Z" lists 26 categories of mail postal employees handle nearly every day. The object of the puzzle is to determine how many of these categories are not found in the "P.S. Write Soon" grid. YOU MUST INDICATE THE NUMBER OF CATEGORIES OF THE 26 LISTED THAT ARE NOT IN THE GRID.

The category may read forward or backward, up or down. Each category must read in a straight line without skipping any letters. The names may intersect or interlock; thus, the same letter can be used more than once.

To win, you must use the entry form on the opposite page and, a new rule, you must include on the back of the envelope in which your entry is mailed the following: "P.S. Write Soon."

If your entry envelope does not include the "P.S. Write Soon" notation, it will not be considered by the judges.

Thirty prizes will be awarded to Mail from A to Z Contest Winners. They are: 1st prize—$150; 2nd prize—$100; 3rd prize—$75; 4th prize—$50; 5th prize—$25; 6th through 30th prizes—1979 Mint Sets of U. S. commemorative stamps.

The selection of the prizes will be determined by a random drawing from the correct entries. The first correct entry drawn will be the first-prize winner; the second correct entry drawn will be the second-place winner, etc.

Entries must be postmarked before midnight, February 29, 1980, and winners' names will be published in the May-June 1980 issue of Postal Life.

RULES:

1. All Postal Service employees are eligible, except employees in Headquarters or Headquarters-related units.
2. All entrants must complete the entry coupon.
3. All entrants must include the saying, "P.S. Write Soon," on the back of entry envelope.
4. All entries become the property of the U.S. Postal Service, and none can be returned or acknowledged.
5. Mail entries to: Mail From A to Z Contest, Room 10923, U.S. Postal Service, Washington, DC 20260. (Note: Entries addressed otherwise will be declared ineligible.)
6. Entries must be postmarked before midnight, February 29, 1980, to be eligible.

THE WINNERS

Postal Life safety contests continue to draw thousands of entries, and the Teamwork Safety Contest in the September/October issue was no exception.

Nearly 28,000 postal employees entered. Five people won cash awards and 25 won 1978 Mint Sets of U. S. commemorative stamps. All winners were selected at random from the correct entries.

Those who entered the game had to find the one athletic team not included in the puzzle grid. The answer: YANKEES.

First Prize ($150)
Etsie Loretta Keller
London, KY
Clerk, Pittsburg, KY

Second Prize ($100)
Theresa Robinson
Palatka, FL
Clerk, Palatka, FL

Third Prize ($75)
Kenneth Bailey
Sayville, NY
Tractor-trailer operator, Hicksville, NY

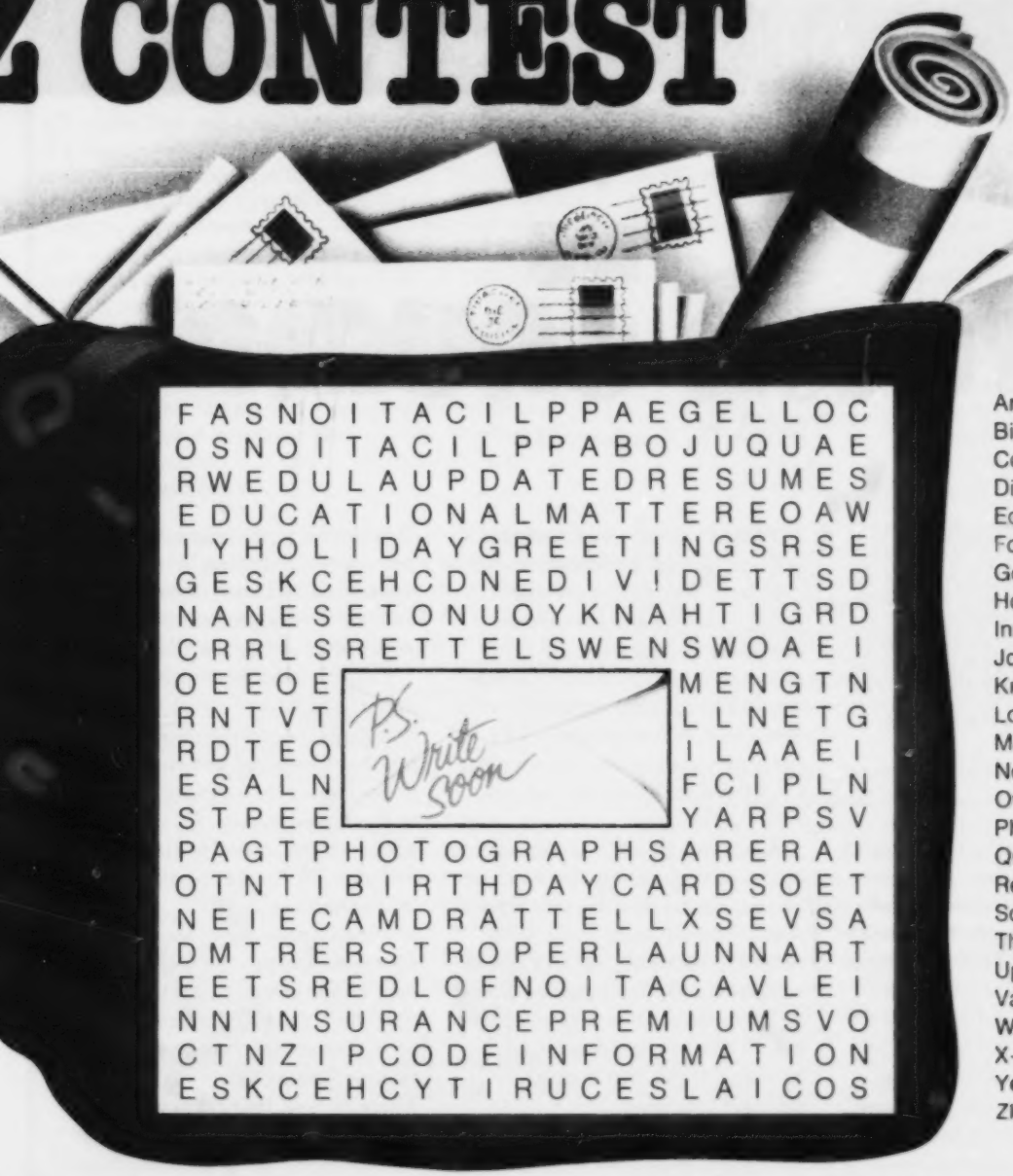
Fourth Prize ($50)
Robert Snyder
Hazleton, PA
Carrier, Hazleton, PA

Fifth Prize ($25)
Benjamin M. Ramirez
Oceanside, CA
Distribution clerk, Carlsbad, CA

Sixth through thirtieth:

Dan P. Cummings, Sparta, TN; superintendent of postal operations, Sparta, TN
Charles G. Shidisky, Tucson, AZ; letter carrier, Rincon Station, Tucson, AZ
Nadine Craddock, Amityville, NY; part-time flexible ZMT operator, Annex, Flushing, NY
Larry Minniear, Champaign, IL; LSM operator, Champaign, IL
Ruby T. Brewer, Blacksville, WV; part-time flexible, Blacksville, WV
Thomas M. Evans, St. Augustine, FL; part-time flexible carrier, St. Augustine, FL
Ernest E. Jankowski, Everett, MA; carrier, Revere Unit, North Chelsea, MA
Michael L. Schmidt, Nelson, MN; sub-clerk, Alexandria, MN
Anton Peterson, Plum City, WI; rural carrier, Plum City, WI
Carlton Newton, Piscataway, NJ; maintenance, Piscataway, NJ
A. J. Sidlovsky, Stratford, CT; clerk, Bridgeport, CT
James W. Travis Sr., Goodlettsville, TN; clerk, Goodlettsville, TN
Wanda J. Radford, Ouapaw, OK; clerk, Ouapaw, OK
Donna J. Ditto, Gause, TX; clerk, Gause, TX
Tom Bennett Jr., Little Rock, AR; clerk, North Little Rock, AR
Marjorie L. Fritz, Middleton, ID; clerk, Boise, ID
Thursa L. Hinchliff, Minburn, IA; postmaster, Minburn, IA
Doris J. Miller, Headrick, OK; part-time flexible clerk, Headrick, OK
Vernon P. Hyslop, Joplin, MO; part-time flexible clerk, Joplin, MO
Sharon M. Blackburn, Gold Beach, OR; clerk, Gold Beach, OR
Karl F. Muller, Cumberland, MD; carrier technician, Cumberland, MD
A. S. Hastings, Newbury, VT; postmaster, Newbury, VT
Wanda M. Arender, Satartia, MS; postmaster, Satartia, MS
Byrd B. Maki, Great Falls, MT; LSM operator, Great Falls, MT
Lora L. Baker, Woodrow, CO; part-time flexible, Woodrow, CO

Z CONTEST



F A S N O I T A C I L P P A E G E L L O C
O S N O I T A C I L P P A B O J U Q U A E
R W E D U L A U P D A T E D R E S U M E S
E D U C A T I O N A L M A T T E R E O A W
I Y H O L I D A Y G R E E T I N G S R S E
G E S K C E H C D N E D I V ! D E T T S D
N A N E S E T O N U O Y K N A H T I G R D
C R R L S R E T T E L S W E N S W O A E I
O E E O E M E N G T N
R N T V T L L N E T G
R D T E O I L A A E I
E S A L N F C I P L N
S T P E E Y A R P S V
P A G T P H O T O G R A P H S A R E R A I
O T N T I B I R T H D A Y C A R D S O E T
N E I E C A M D R A T T E L L X S E V S A
D M T R E R S T R O P E R L A U N N A R T
E E T S R E D L O F N O I T A C A V L E I
N N I N S U R A N C E P R E M I U M S V O
C T N Z I P C O D E I N F O R M A T I O N
E S K C E H C Y T I R U C E S L A I C O S

P.S. Write Soon

Annual Reports
Birthday Cards
College Applications
Dividend Checks
Educational Matter
Foreign Correspondence
Get Well Cards
Holiday Greetings
Insurance Premiums
Job Applications
Knitting Patterns
Love Letters
Mortgage Approvals
Newsletters
Overseas Letters
Photographs
Questionnaires
Recipe Notes
Social Security Checks
Thank You Notes
Updated Resumes
Vacation Folders
Wedding Invitations
X-Ray Films
Year-End Statements
ZIP Code Information

MAIL FROM A TO Z CONTEST ENTRY FORM

The number of categories *not* listed in the grid is _____.

NAME _____

HOME ADDRESS _____ CITY _____ STATE _____ ZIP _____

HOME TELEPHONE NO. (INCLUDING AREA CODE) _____

JOB TITLE _____ FACILITY WHERE EMPLOYED _____

'HOW I DEALT WITH A DISCOURTEOUS CUSTOMER'
RUNNER-UP WINNER

THE TOWN GRUMP

by Stan Bednarczyk

(Editor's note: Stan Bednarczyk, a letter carrier in the Camden, NJ, Post Office, wrote the following article. It was one of four runners-up in Postal Life's story writing contest in the May/June issue of the magazine. The contest concerned courtesy. The Postal Life Advisory Board chose the winners.)

He was the perfect example of the cranky, dirty old man. Soiled clothing, neglected body, rarely shaven and a personality that professed not just simple discourtesies but spawned downright malice. He lived alone. Not because he had to but because he wanted to. An exclusive old age home, offering comfort and companionship, was at his beckoning. Instead he chose a life full of resentment and condemnation.

His favorite pastime was reporting. No, not in the journalistic sense but one of reporting people to their superiors. Some were legitimate but most were manufactured. Congressmen, bank presidents, utility company heads and, yes, even postmasters general were on his personal "hit list."

Why, I continually asked myself, out of all the mailmen in this country—why did I have to be stuck with him and his chronic complaints? And what did I care about all his problems and alienations? The old goat deserved everything he got. I secretly wished I could be a part of his chastisement even though he was old and sick with emphysema.

As his health grew steadily worse he would endorse his checks in an erratic, almost illegible signature and hand them over to me to be mailed to his bank. When I would suggest the old age home he would go into a tirade of venomous cursing. "I don't need a damn soul," he would shout, but in much stronger language.

He spoke of death and showed me a completely new wardrobe of clothes that he bought for the occasion. The body was to be cremated and the funeral director's instructions were to walk off a certain number of steps from a particular point at the back of his house and then toss the ashes upward and in a westerly direction. Only then, he explained, would he be reunited with his wife whose ashes he had disposed of in that very same manner. How sad, I thought. Here was a man that had such definite ideas about preparing for death and yet never discovered how to live.

I began checking on him daily, and it became more of an effort for him to even open the door, until one day I knocked and shouted but to no avail. When the police broke in they were too late. Death had already been there. He died the way he lived. Without a friend—alone in his coldness.

When they finally cleaned out his house and put the loads of rubbish on the sidewalk, I noticed an old, white shirt box with scribbling on it. The same trembling, unmistakable writing that I knew so well. There he was, that cranky, dirty old man, admonishing me one last time from the Great Beyond. It was a quotation he had copied from somewhere. And, ironically an indictment on living—one that hauntingly calls out to me with accusations from days past. Whenever I come across a discourteous postal patron it softly whispers:

"To qualify as humans ourselves, we must be able to draw the humanity out of others." ■

KEEPING POSTED

Express Mail has a new wrinkle; it's called Express Reshipment. Customers who have a post office box or caller service can have their mail picked up and shipped to a final destination using Custom Designed or Next Day Express Mail. A post office box number must be part of the address on the mail that is reshipped. Express Reshipment can be used in many situations, including: (1) unprocessed film being received at distant post office boxes for reshipment to a photo processing plant; (2) customer merchandise orders going to a factory outlet for fulfillment; (3) customer installment payments originating from across the country going to a payment center; or (4) time-sensitive inventory, stock or sales reports originating from multiple field offices and destined for a regional or headquarters office.

The postmaster of Intercession City, FL, recalls an incident that occurred when he was a substitute letter carrier in Winter Haven, FL. "I had attempted to deliver a package," he told Postal Life recently, "but no one was home. Upon leaving a notice, I returned the package to the post office. The next day, after making the initial downtown run on a bicycle, I returned to get my truck. On my desk was a package with a note taped to it. The note said, 'Junk, redeliver to the neighbor next door.' Since the note was taped, I didn't remove it. I later that day delivered the package and was returning to my truck when I heard, 'Hey, what do you mean calling this junk? This is a $35 blender my neighbor just ordered. How can the post office call it junk?' I tried explaining to the lady that my last name was Junk, but she did not believe me until finally I showed her my driver's license. She apologized and walked away." So recalls Donald R. Junk.

Followup: A recent issue of Postal Life recounted the rising number of magazines resorting to alternative delivery of their products. Rather than use the mails, these periodicals are hanging their products in plastic bags attached to the front door of homes. However, the postal employee in Wheaton, MD, described in the Sept.-Oct. Life article, "It's Not Our Bag," has been getting his monthly issue of *Reader's Digest* at least three weeks later each month than he did when it came through the mail. And another person, also on an alternative delivery route for magazine distribution, learned to his dismay that he couldn't suspend delivery while on vacation. The plastic bag hanging on the front door served, in effect, as a welcome mat for would-be burglars.

Sharon Daly, a maintenance control and stock clerk at the Air Mail Facility at John F. Kennedy Airport, NY, recently received a special certificate for being the 70,000th graduate of the Postal Service Training and Development Institute's Technical Center in Norman, OK. The center also celebrated its 10th anniversary. Daly successfully completed the two-week Maintenance Control Class "A" course. She started her postal career at JFK in 1974 as a letter sorting machine operator, and transferred to the maintenance department this past July.

ZIP Code aficionados can be found almost everywhere. Recently, a parcel mailed in Dresden, East Gemany, to Bogota, Colombia, South America, was missent to the Cross Plains, WI, Post Office. The addresses were written in Spanish and German, but someone read the apartment number in Bogota, 53528, as a ZIP Code, forwarding the package to the Wisconsin town. Postal people in Cross Plains detected the error and sent the package on its way to South America.

Vanpooling and carpooling are good. They are positive answers to dealing with the energy crisis, for they help conserve gasoline. For instance, if you drive to work by yourself and your car gets 15 miles to the gallon, you are getting 15 mpg. However, add a couple of people by forming a carpool, and you'll get nearly 45 miles to the gallon, or about 15 miles per gallon per person (the mileage reduces slightly as more weight is added). People who use vanpools or carpools also get preferential treatment at postal facilities so far as parking spots are concerned, and where employees pay for parking, vanpoolers will pay nothing or half the going rate. It depends on how many people are in the vanpool. If you're interested in setting up one, contact your State Dept. of Transportation office for tips on how to do it. And while employees are doing all they can to conserve fuel, the Postal Service has made a further commitment to the save gasoline effort by pledging to reduce its administrative vehicle fleet 10% by Oct. 1, 1980. This fleet includes vehicles assigned for customer services, training, and administrative uses.

This tidbit comes from the *Wall Street Journal*. It's about an elderly lady filling out an application for residency in a new retirement community. She answered the questions relating to her health with some anxiety. Then she signed her name and wrote her current address. After "Zip," she printed firmly: "Normal for my age."

POSTAL PERSONALITIES

Bill McDonald

He bills himself as "the man who can be anyone." And Bill McDonald, a window clerk in the Concord, MA, Post Office has successfully meshed a part-time show business career with his full-time postal job.

"I was in show business full-time until 1960," he says, "when I realized that I wanted to be closer to home and to stop traveling so much. My two daughters were younger at the time, and I wanted to share their growing up.

"Also, I wanted to get some real security. In show business, after your last show, they say, 'We'll see you later.' " And later, McDonald adds, can be a long time.

The window clerk says he's never regretted his decision to join the post office and to relegate show business to off-duty hours.

A master of double-talk and the put-on, McDonald has worked on the stage, in the movies, nightclubs, radio and television. Some of his screen credits include such flicks as "Never Too Late," "The Friends of Eddie Coyle," "The Great Gatsby," and "Coma."

His characterizations include "Assistant Postmaster General of the United Kingdom," a scout for the New England Patriots football team, a golf pro, and a member of various government agencies. ■

Meet the two newest members of the Postal Life Advisory Board—Frank C. Goldie, postmaster of Chicago, representing the Central Region, and Florence L. Donovan, quality control officer, Asheville, NC, representing the Southern Region.

Florence Donovan

Donovan, who began her postal career in 1966 as a distribution clerk, became a QC officer in 1974. Since then she has had many assignments and details, including officer-in-charge in five post offices, delivery foreman, and she is currently serving as acting carrier station manager at the Biltmore Station in Asheville.

While working the midnight tour in 1971, she began attending night school, earning an associate degree in business administration from a local technical institute. She also began taking Postal Service correspondence courses, and to date, she has completed seven.

"Working with the public, developing the employees who work with me, and involving myself in much of the total postal operation are personally rewarding," she says.

Her hobby is running 10,000 meters (6.2 miles).

Meanwhile, Goldie started his postal career as a distribution clerk in Toledo, OH. That was in 1947. In 1972, he was promoted

Frank Goldie

under the merit selection program to the position of postmaster at Toledo, and five years later moved to Chicago where he is responsible for a budget of $350 million and a complement of nearly 17,000 employees who handle about three billion pieces of mail a year with an annual revenue of approximately $500 million. It's the second largest post office in terms of revenue; New York City is first. But Chicago is the largest post office in the world under one roof—more than 3.3 million square feet.

Active in various organizations in Toledo, Goldie has also become involved in Chicago. He is a member of the National Association for the Advancement of Colored People, the Chicago Urban League, the Chicago Association of Commerce and Industry, and the United Negro College Fund. He is also a member of the Chicago Federal Executive Board. ■

Mike Turner, superintendent of station and branch operations for the Seattle Post Office, is a collector and restorer of old classic automobiles.

About 11 years ago, when he was a carrier at the White Center Station in Seattle, Turner noticed the body of an old Lozier in a garage on his route.

"I did some research about the old Lozier," he says. "I learned that they are very rare and quite valuable. I met the old man who owned the Lozier and became friends with him. His place was a mess and I helped clean it up for him.

"Finally, he sold me the Lozier body for $43. It had the original paint and leather interior. It was a 1910 model and since then I've also added a 1913 Lozier body to my collection. I have most of the parts for the two Loziers. When I get them assembled and running, I think they each will be worth about $60,000."

Mike Turner

But Turner doesn't build cars as an investment; he only sells them when he wants to get money to buy another old classic or when he wants to buy parts.

One of the prized possessions in his collection is a 1925 Model T Ford mail truck, in perfect running condition. He swapped some 1906 Ford parts for the mail truck about two years ago with a classic car fancier in Wichita, KS.

Turner estimates that the mail truck cost about $500 in 1925; today it is worth up to $5,000. He's had offers to sell it, but he's not interested.

Turner's dad, Lou, who retired as a carrier at White Center in 1978, started him in the hobby.

The younger Turner's current collection includes a 1926 Model T Roadster, a 1957 Chevrolet convertible, and a 1957 American Motors Rambler Rebel.

"If there are any other postal employees who are classic car collectors," he says, "I sure would like to talk to them." ■

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POSTMASTERS
When an employee moves, please remind that person to fill out PS form 1216 (Employee's Current Mailing Address) and to submit it to the personnel office in the post office where he works, making certain the employee's Social Security Number and the office's finance number are included. Do not send change of address to Postal Life.

2 **P.S. WRITE SOON**
The Postal Service is about to kick off a new national campaign, and you can play a role.

5 **THE FIFTEEN-CENT ALTERNATIVE**
A non-postal person looks at an alternative to the telephone.

6 **OUR WINNING TEAM AT THE WINTER OLYMPICS**
The Postal Service will show good form at the Winter Games, thanks to years of planning and the yeoman work of postal employees.

10 **AS SIMPLE AS ADC**
Area distribution centers (ADCs) are about to replace state distribution centers, affecting the way many employees sort and prepare mail.

11 **FRIENDS FIND A WAY**
Phoenix letter sorting machine operator is handicapped, but you'd never know it from her work.

12 **1979: A BANNER YEAR**
For the first time in 34 years the Postal Service made money. An annual report look at the past 12 months.

14 **THE 80s: DECADE OF DETERMINATION**
The Postmaster General does some crystal ball gazing into the new decade.

17 **MORE FOR THE MONEY**
Are you on the payroll deduction plan for U.S. Savings Bonds? If so, you'll need to know about the changes ahead.

18 **MAIL FROM A TO Z**
A new contest—geared to National Letter Writing Week. Enter and win.

20 **THE TOWN GRUMP**
A postal employee's recollection about a customer others may recognize.

21 **KEEPING POSTED**

22 **POSTAL PERSONALITIES**

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135

postal life

the magazine for postal employees/ [illegible] 1980

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GOLD MEDAL MEMORIES

see page 12

U. S. GOVT. PUBS.
DEPOSITORY 376

P 1.43:

MAKING SAFETY WORK

The safety and health of all postal employees and postal customers who visit our facilities are always matters of uppermost priority. While providing prompt, efficient and courteous service is certainly our mission, none of us should ever get so absorbed in fulfilling this mission that it would work to the detriment of the safety or health of employees and customers.

Safety is everyone's business. It is a primary responsibility of management to see that we perform our work free from all possible accident and health hazards. It is a primary responsibility of each employee to learn and practice proper safety and health procedures.

Each of us must obey the safety rules *all the time*. Since there cannot be rules and regulations to cover every potential unsafe or unhealthy situation that may occur, we must exercise good common sense and determine what corrective action or procedure we should take.

Managers must set a good example and see to it that the rules are enforced. They are responsible —*and accountable*—that this is done. Once a supervisor or other manager becomes aware of the existence of a safety hazard, he or she is responsible to see that it is quickly corrected. Nothing—not production, nor service, nor budget—should ever take priority over this serious responsibility.

Failure to comply with all laws and regulations pertaining to safety and health for employees of the U.S. Postal Service will not be tolerated and, where appropriate, will be the subject of disciplinary action for both management personnel and all other employees.

Sincerely,

William F. Bolger

Some messages are timeless. Like safety.

While safety has always been of prime concern to the Postal Service, the need for improvement continues. Every employee has a right to expect that he or she will be protected from injury while on the job. This protection begins with the individual, who must learn the basic facts of safety and live by them. And it is the responsibility of every manager to provide safety leadership and maintain a safe environment.

This essentially is the Postal Service's safety credo.

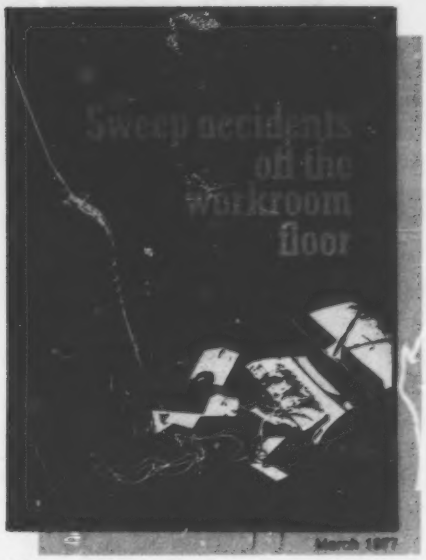
Carelessness or just not thinking is a factor in many postal accidents.

In this age of mechanization, for instance, most of us tend to take machines for granted. They're there to help us move the mail faster; they help us do our jobs better and more efficiently.

However, machines can't think, and it's up to each one of us to prevent accidents that involve machines.

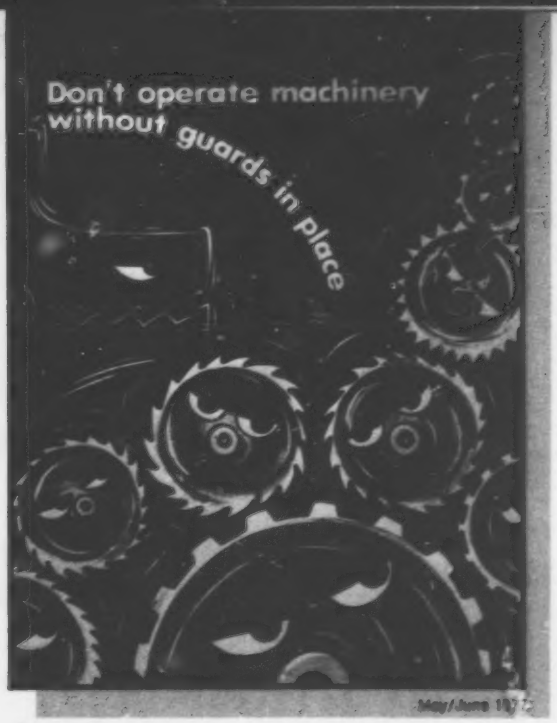
A report in *Business Week* says that the prevailing view in the safety field is that 85% of all occupational accidents are due to unsafe acts by workers and 15% are due to unsafe conditions which the employer can control. A proper regard for safety and health aims and procedures, then, is a critical part of the total obligation of both managers and employees.

Over the years, USPS posters have reminded us of the causes for machine- and industrial-related accidents. We are reprinting some of these posters on the following pages—with the dates below them of their posting in workroom areas —to remind us all to be conscious of the dangers around machines and other hazards in an industrial environment.■



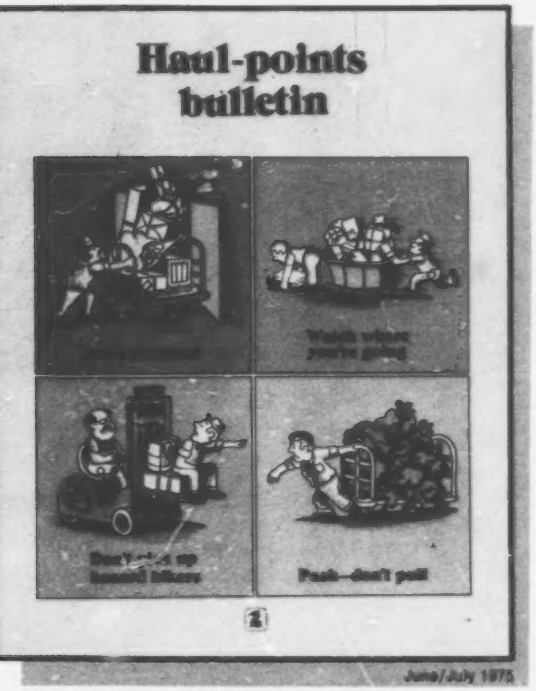
Housekeeping

Keep floor surfaces uncluttered. Paper, pencils, paper clips, rubber bands, and similar objects on hard surface floors are serious slipping hazards.



Guards

One or more method(s) of machine guards should be installed to cover all pinch points, gears, chains, sprockets, and drive belts located less than seven feet above the floor.



Moving Sacks, Parcels

Industrial vehicles can be no safer than the operator. Accidents result from speeding, running into objects or persons, upsetting the vehicles, running them off platforms and loading docks, failure to sound warning, etc. No person should ever be allowed to ride powered industrial equipment except the operator. Speeding, stunt driving, and horse-play are prohibited.

Lifting

It may seem insulting to read something so basic, but judging from the number of back injuries each year, many people evidently don't know how to lift properly.

July 1978

Lock Out

All starting and stopping devices should be clearly marked and readily accessible at all times. The power circuit breaker or disconnect switch should be locked out by maintenance personnel before any attempt is made to work on the equipment.

Clothing

Wearing loose clothing, neckties, rings, bracelets, necklaces, or long unconfined hair is not permitted while working around conveyor belts or other moving machinery.

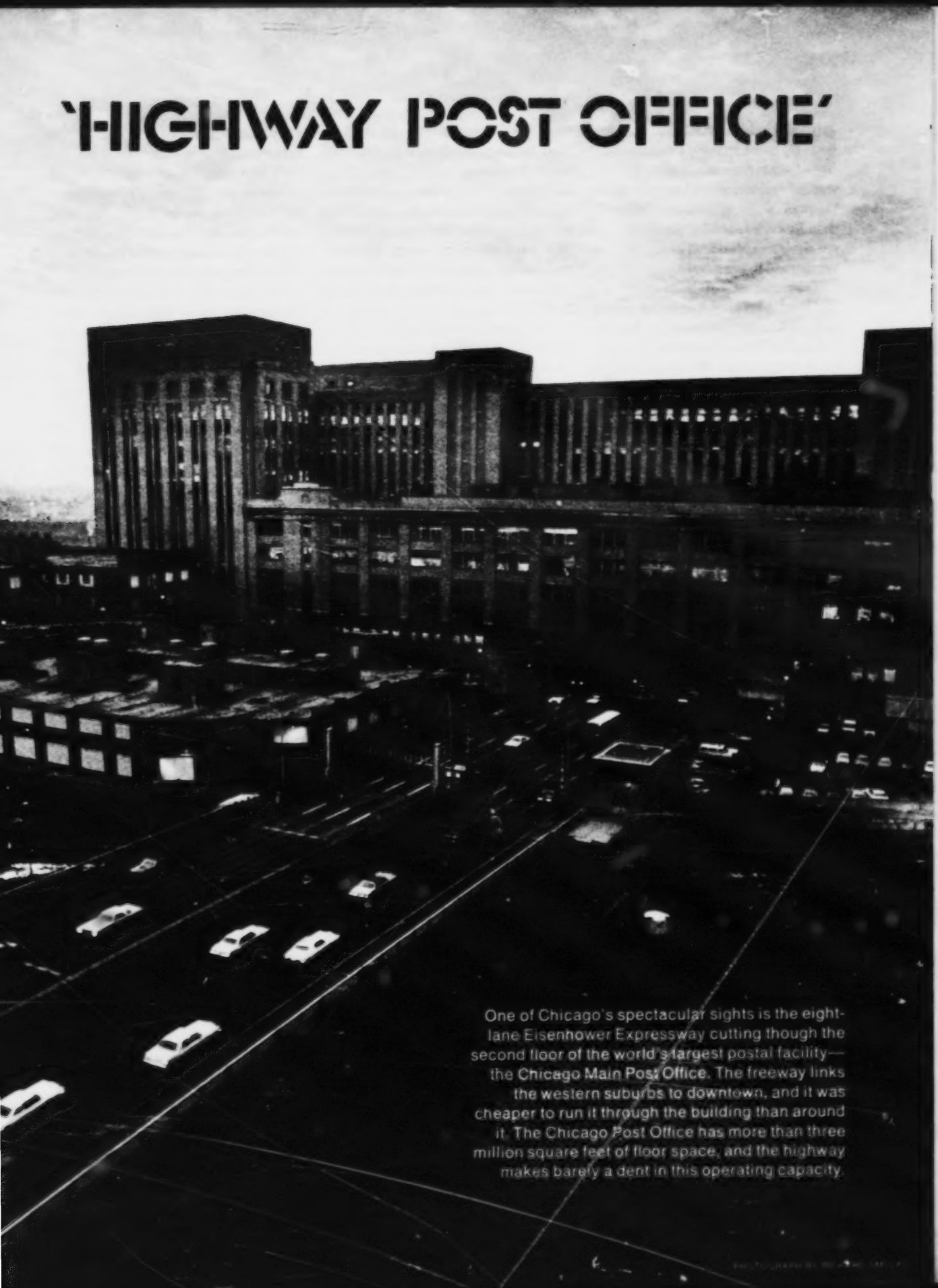
July 1978

Feb./Mar. 1978

Hands

The elements of "hand safety" are commonplace, but should never be taken for granted in the vicinity of moving machinery or when working with sharp materials.

'HIGHWAY POST OFFICE'



One of Chicago's spectacular sights is the eight-lane Eisenhower Expressway cutting though the second floor of the world's largest postal facility—the Chicago Main Post Office. The freeway links the western suburbs to downtown, and it was cheaper to run it through the building than around it. The Chicago Post Office has more than three million square feet of floor space, and the highway makes barely a dent in this operating capacity.

EVERYBODY'S OF

Bainbridge post office is key to town's activities

Bainbridge, IN, is a tiny town by most anyone's standards. Located about 45 minutes west of Indianapolis, you can walk the main street end-to-end in less than five minutes. But its map-speck size fails to hint at the diversity available there.

The community's 700 residents and the handful of businesses there share a common reliance on the one agency providing a vital service to citizens and commerce: the post office.

Managed by Postmaster Audrey Owens, who heads a staff of two part-time clerks and a rural carrier, the Bainbridge, IN, Post Office is viewed by many townspeople as the nerve center of the community.

"It's where most of us start our day," says Duane Ross, who has lived in Bainbridge more than 40 years. "Besides going there for my mail, I also go to the post office to find out what's happening, who's sick and who's doing what. It's kind of our morning meeting place."

Ross notes that most residents generally follow a routine in picking up their mail. "If someone doesn't show up on time we investigate to find out why," he says. "We have a very close-knit community."

Postmaster Owens has all First-Class Mail for her 278 box customers ready by 7:30 each morning. "Many local offices can't even begin work without their mail," she says.

For example, the National Spotted Swine Record Office, located next to the post office, bases its operations entirely on the mail. It is the nation's only service which registers and locates pure-bred swine. The agency's Anita Sharp likens the office's duties to those of the American Kennel Club, only catering to hog breeders instead of to canine fanciers.

"We help breeders in 40 states locate various pure-bred stocks for buying, selling and breeding purposes," she says. "We send and receive anywhere from 25 to 100 pieces of mail daily. Our entire service is conducted by mail."

In addition, the office sends a 1,500-piece promotional mailing to the general membership eight or 10 times a year.

Paul Collett, chairman of the Bainbridge Municipal Utilities Board, counts on the post office to deliver monthly gas, water and electric bills to the town's 225 utility customers. Besides that he conducts routine correspondence with utility suppliers and the State Board of Health in Indianapolis.

"Each Monday we send a water sample to the State Board for analysis," he says. "We get the results back in the mail that same week."

Dr. Richard Veach, the general practitioner in Bainbridge, has many patients who live in neighboring communities.

Since there's no drug store in town, he relies on the post office to deliver drugs and pharmaceutical supplies from out of state manufacturers.

In addition, Veach mails prescription items to many of his distant patients. "A great number of them are elderly and find it difficult to come in for other than required treatment," he says.

There are four schools in the Bainbridge area—three elementary and one high school. Dr. Lawrence Williams, superintendent of schools for the North Putnam County School District, maintains his office in Bainbridge.

He says the school system's primary means of communication with the 1,600 students and their parents is through the post office.

"We send out newsletters, flyers on coming events, registration notices and program schedules," he says. While much of this information could travel home with students, Williams adds that sometimes these notices don't always reach the parents going this route.

He also points out that the schools occasionally run newspaper ads, but not everyone reads the paper. "We can usually count on people to read their mail," he says.

The Special Education Cooperative of Putnam County, headquartered in Bainbridge, serves the four area schools and one school in neighboring Hendricks County. It provides placement and testing service for handicapped students and children with learning disabilities. Secretary Mary O'Hair says the office tests about 200 students

each year.

"We mail copies of test results and related placement information to each child's parents, teacher, principal and school superintendent," she says. "Correspondence to parents usually includes a pre-addressed envelope for the return of approval forms."

She visits the post office twice a day, making a morning pickup on her way to work and dropping off the day's outgoing correspondence on her way home.

Bainbridge's Tri-County Bank handles most residents' banking and insurance needs. Branch manager Scott Moon says that many rural customers like to take advantage of his bank-by-mail service to beat the high cost of gasoline. Each customer transaction generates a return statement from the bank which also goes by mail.

Dr. Jerry Malayer, the town's veterinarian, relies on the post office for speedy handling of blood samples and perishable specimens which he sends out for analysis. He knows the daily dispatch schedule and arranges his work to meet the deadlines.

Postmaster Owens receives two to four pouches of First-Class Mail each day. Incoming Third-Class generally consists of three or four sacks while parcel post is unpredictable. "Some days we won't get any," she says, "then just the other day we received six sacks."

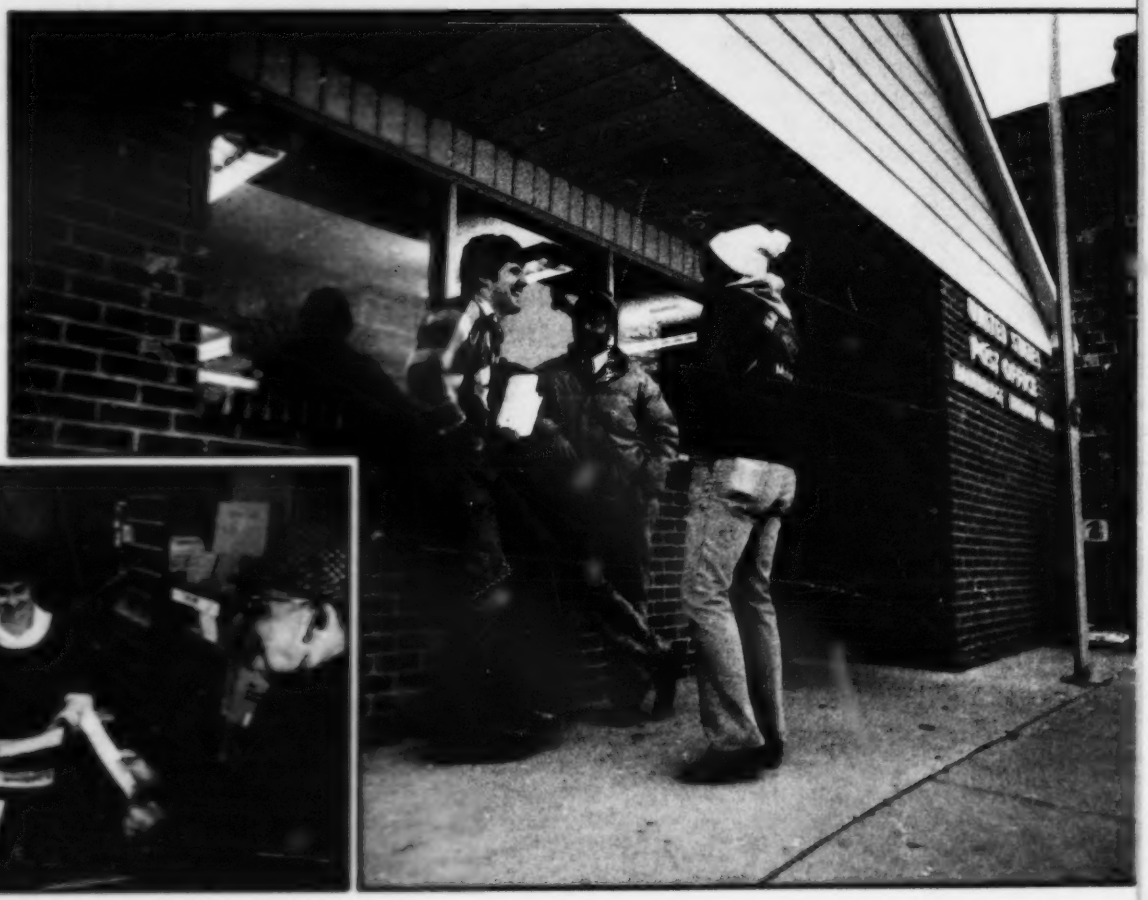
Clerks Donna Broadstreet and Barbara Malicoat assist with the window and distribution duties. Carrier Edward Minnick handles deliveries to 300 rural box customers.

Owens says she enjoys Bainbridge's small-town atmosphere. "People are friendly," she says, "and being in a smaller community makes it easy to do a little extra for people who need help."

Owens says another advantage in small towns is that local mail service is tough to beat. Many times you can even get same day service.

For instance, the bank often mails statements to residents early in the morning. Owens or her clerks cancel and sort the mail to the boxes that same day. "If a customer picks up his mail late in the afternoon, chances are that statement will be waiting for him," she says.■

FICE



elow: Clerk Donna Broadstreet gives mail to Duane loss (left) and Paul Collett Postmaster Audrey Owens (in rear) completes daily ort. Right: Town residents gather at the post office each day to catch up on local news.

HOTOGRAPHS BY RICHARD SWOLKO

NO FREE R

PENALTY/FRANKED MAIL

Just because an envelope travels without the customary postage stamp on it is no reason to think it is getting a "free ride."

Official government mail—identified by either the "penalty" indicia ("Penalty for private use to avoid payment of postage . . . $300") or the Frank (signatures) of members of Congress and other authorized users—translates into substantial revenue for the Postal Service.

Last year alone, some 3.3 billion pieces of mail in that category meant about $678 million in revenue for us. And that figure has been rising steadily since Postal Reorganization when the method of tracking it was revamped. In 1968, for example, we handled approximately 2.4 billion pieces for which we were paid $167 million.

So, it's big business and it's popular business.

Congress pays for its Franked mail, which accounted for some 374 million of the 3.3 billion pieces last year. The Franking privilege, incidentally, is not new. It was first granted in England in 1660, but was abolished in 1840 when the first postage stamp appeared. Not so in the United States.

Within months of the establishment of a postal system here in 1775 by the Continental Congress, the "Free Franking" privilege was enacted for members of Congress (and private soldiers in service, etc.). The first Postmaster General, Benjamin Franklin, distinguished his letters with his "B. Free Franklin" signature.

The privilege later was extended to the Vice President, some nonmember officials of Congress, former Presidents and widows of former Presidents, and others, and it has undergone several revisions. However, the basic right remained unchanged after Postal Reorganization.

Since Washington, DC, is the seat of the government, it handles a large volume of "penalty" mail and the largest proportion of Franked mail as well as correspondence from citizens to their representatives in Congress and to other government officials. Franked mail is divided into two categories, "inside Washington" and "outside Washington." The latter originates in Congressional home offices throughout the country and the accepting post offices report the volumes to Headquarters.

Some 70% of the "inside" Franked mail generated in the House of Representatives is addressed to "Postal Customer." It also is recorded on a mailing statement since it falls under the bulk Third-Class category. Most of the other "inside" mail is sampled and recorded daily by employees at the Washington City Post Office, and the representative sample determines the annual amount which Congress must pay.

About 30% of all incoming mail to Washington is addressed to government agencies, according to L. M. Thompson, director of customer services at the DC Post Office. "And," he adds, "I think I am being conservative in my estimate." Some 350 employees there are assigned to handle the official mail.

"Volumes can go up dramatically during periods of crisis. For instance, during the Cambodian missions, the Congress received nearly twice as much mail as usual. "Some Senators and Representatives were getting sack after sack of mail. On the other hand, there are slower periods for Franked mail," according to Thompson, "such as the Christmas holidays."

"The volume reflects the national news," says Charles Hopson, superintendent of government mails. "For instance, during the spring of 1979, it was one thing after another—energy, hair dryers, Three Mile Island, the SALT talks, and so on."

But the Washington Post Office takes it in stride. It also routinely delivers official mail to 297 government agency mail rooms. This approach was established in 1940 through an Executive Order that the late President Franklin D. Roosevelt signed. Prior to that, each government agency had its own mail system and trucks in the Washington area. When it was centralized under the Post Office Department, many of their people and much of their equipment, vehicles, and the like were transferred to the POD.

Today, in order to handle the great volume of official mail, the Washington Post Office has special review clerks on each tour, all with extensive scheme knowledge. "They really have to be tops," according to Hopson.

IDE

"With each federal agency having its own Washington ZIP Code, it is very easy to transpose the numbers. So, our people have to be alert and separate the pieces both by ZIP Code and name of agency."

In addition to the volume which is processed at the main post office, special units are detailed at various federal buildings. For example, the unit at the House of Representatives alone handles anywhere from 400,000 to 1.4 million pieces of outgoing First- and Third-Class Mail every day.

Most of that mail goes directly to the airport for transport to the Representatives' home districts. "We have an excellent crew there," says Hopson. "They are under a lot of pressure to maintain high standards of service, and they do it very well. All of our people are loyal and hard-working."

Echoing those sentiments, CSR Thompson remarks, "We're proud of all of our people. They don't even groan here when they get a call from an agency saying it has 32 tubs of mail.

"And you have to give our drivers a lot of credit," he continues. "Taking those five-ton trucks through some of those narrow passageways in the older government buildings is no easy job.

"These men and women work hard," he emphasizes. "We talk in terms not of pieces of mail or even pounds of mail, we talk in terms of tons of mail. And, we get that mail to the government and we get it from them out to the rest of the country as fast as humanly possible."

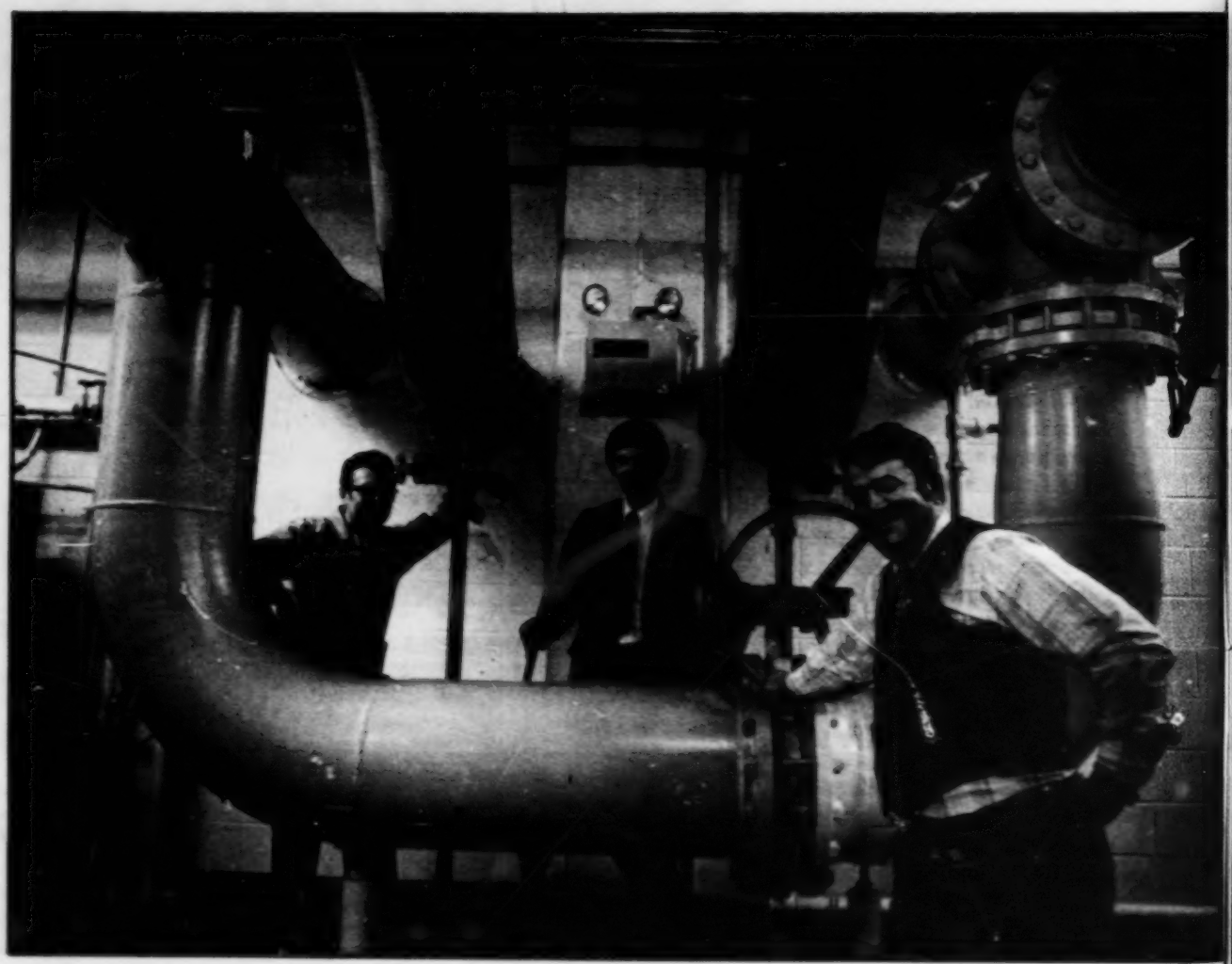
PHOTOGRAPH BY PATRICK S. McCABE

Employees are wearing more sweaters in winter and lighter garments in summer.

And, their cooperation is helping Greensboro, NC's Bulk Mail Center (BMC) cut energy usage significantly—48.5% per month in the last four years, to be exact. What do you think their chances are of maintaining that level during this year?

"What do you mean, 'maintaining that level?' " asks Nicholas E. Carr, manager of the facility. "We're going to reduce energy usage even further his year. We're shooting for an additional 5% reduction."

GREENSBORO'S ENERGETIC WAYS



PHOTOGRAPHS BY PATRICK S. McCABE

Those are the kind of results and attitude that earned the designation "energy conservation model" for the Greensboro facility. Its proven techniques will be applied in the Postal Service's 20 counterpart BMCs throughout the country.

Other USPS conservation models are the main post offices in Roanoke, VA; Lexington, KY; Rockford, IL; Paterson, NJ; Baton Rouge, LA; and Reno, NV.

The major steps taken at the Greensboro BMC included reduction of the fluorescent lighting tubes, improved insulation, and installation of a heat conversion system that uses exhaust from compressors in the building to heat water for restrooms.

But, Carr and his top managers credit the lion's share of the success of the effort to the cooperation of the 525 employees. According to John B. Campbell, director of mail processing, "Everybody is involved; they turn off lights and other equipment when it is not in use. They wear extra sweaters in the winter, and tolerate warm work areas in the summer."

"When it was cold here, we put up insulation on the north and east walls and the south side of all the docks, and the employees really appreciated it," added Jim Kelly, director of plant maintenance. "It resulted in a 20-degree difference in those areas between the insulated and uninsulated walls."

At the Greensboro facility, there are great expanses of walls and 74 docks. Each day, some 100 tractor trailers pull up with packages from throughout North and South Carolina, southwestern Virginia, and eastern West Virginia and Tennessee.

Inside, the 373,000-square foot building houses enormous machines which, at the direction of people, sort and transport mail along a labyrinth of computerized conveyors. Space-age laser beams route the mail through miles of tracks.

When the facility was opened May 23, 1975—the first BMC to be 100% operational—it was designed to pre-energy conservation standards, according to Rex Winfree, electrical engineer. "The lighting greatly exceeded the necessary amount; in some cases, huge bays of lighting illuminated tops of machines." Subsequently, nearly 40% of the high bay lamps and fluorescent lighting tubes were removed.

And, even though several large pieces of equipment have been added and electric rates have skyrocketed, the BMC's monthly electric bill has been reduced significantly. For example, the August 1975 bill totaled $44,200, but the July 1979 bill amounted to only $25,174.

The insulation—10,000 square feet of two-inch thick fiberglass—cost less than $6,000.

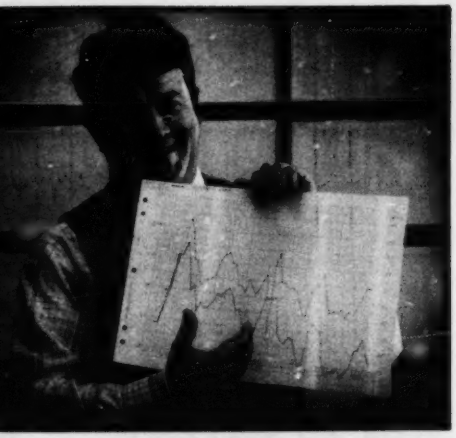
The heat conversion system—which uses exhaust from compressors in the building to heat water for restrooms—cost only $1,100 and was suggested by Junior Purvis, stationary engineer, and developed by the staff.

A final, big-ticket item was tighter dock seals which prevent hot air from leaking into the building in the summer and cold air from slipping in in the winter.

"You add all those things together and combine them with the vigilant cooperation of the employees," said Carr, "and you know you have made a lot of progress. In our first year, 1975, we used an average 8.074 billion BTUs (British Thermal Units which measure heating and cooling energy consumed) per month. In 1979, we averaged 4.162 billion per month, for a 48.5% reduction. And that's just the beginning."

How does he know that additional progress will be made in the coming months? "Well," says Carr, "when you've got good people, you get good results."■

Energy conservation involves people and machines. Junior E. Purvis, MPE maintenance; James W. Kelly, director, plant maintenance; and Rex D. Winfree, electrical engineer (opposite page, left to right) in the machine room of the Greensboro BMC which houses boilers and air conditioning units. Below, Winfree shows off energy chart that shows BTUs used, while, bottom, Dwight W. Pardee, MPE maintenance, at a parcel post induction unit.



GOLD MEDAL MEMORIES

The Winter Games were a unique experience for postal people

They didn't bring home any gold medals, but the 46 postal employees who worked at the Winter Olympic Games brought home memories of their unique contributions and first-hand experiences. Selling stamps, building post offices, or planning delivery routes, everyone had his or her special insight and experience which made the XIII Winter Olympic Games in Lake Placid an experience never to be forgotten.

For the gold medal winners, the losers, and the hundreds of thousands of visitors, the most popular souvenirs of the Games are the philatelic products, stamps, and special cancellations offered by the Postal Service.

For many athletes, their first stop in Lake Placid was to buy stamps to send greeting cards to their friends back home. Many simply exchanged autographs on post cards and sent these as souvenirs.

For Fred Comas from Triborough Station in Manhattan; Don LaFlamme of Tupper Lake, NY; Dorothy Lyons of North Bangor, NY; and Janet Schaad of Westport, NY, the Olympics meant working inside the Olympic Village where some 1,400 athletes and coaches lived.

"We really treated our customers there like royalty," said Comas. "Our secret was to be as friendly and helpful as possible. We made them feel at home."

The four took special pride in not having to rely on interpreters. LaFlamme found flapping his arms like a bird got across the idea of airmail. "With our own sign language we even managed to give a Japanese man the empty box he wanted," he added.

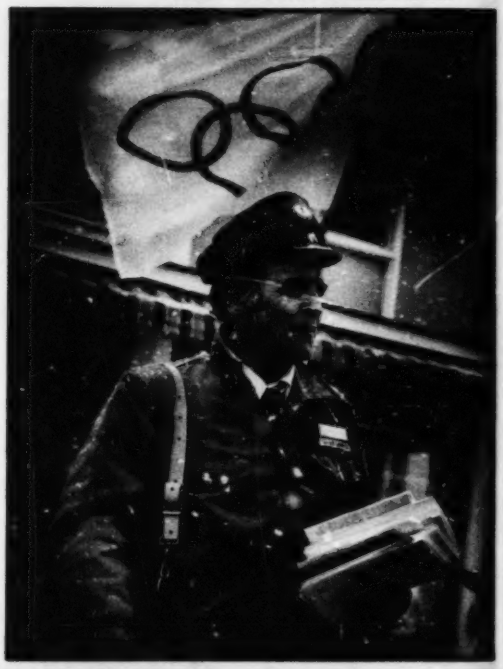
Comas found laying out stamp products and letting people point to things worked best. "Everyone was really good-natured about it," he said.

Only once did they have to rely on an interpreter.

"We all did a heck of a job; we worked as a team," LaFlamme said. "No one person, but all of us together."

continued

Carrier Dennis Miller pauses on his rounds in downtown Lake Placid.



Swedish athletes check out Olympic postal wares at the Olympic Village full-service postal station. The clerk is Don LaFlamme.

The post office was everywhere, including the bottom of White Face Mountain where the downhill and slalom events were held.

Top, clerk Don LaFlamme waits on a customer at the Olympic Village office. Center, Franz Josef Weber of Austria, one of the participating athletes, shows off some philatelic souvenirs. Bottom, clerk Irene Salaycik "snuggles" with a raccoon, the mascot of the Winter Games.

PHOTOGRAPHS BY PATRICK S. McCABE

Bill Dixon from Greeley Square Station in New York worked the window at the Lake Placid Post Office. He had one Swiss man who spoke German come in three different times. "We'd smile at each other and then get down to doing translations, working with paper and pencil and the help of his Swiss-English dictionary." Dixon, like many clerks, found few quiet moments. "With the lobby jammed bumper to bumper with people, there was a tendency to work faster and that was part of the excitement of being there."

The Lake Placid regular employees appeared to take the Games more in stride, though. After two years of planning, they were happy they finally arrived. A life-long resident and carrier for 21 years, Tim Fitzgerald summed up his pride for Lake Placid with a classic understatement: "We have world class events here each year—just not so many all at one time."

Patrick O'Sullivan from Larchmont, NY, who worked in one of four philatelic trailers, said, "My 12-year-old son, Brian, was so excited for me you would have thought I was going to compete."

According to Joanne Zaumetzer, postmaster, Wilmington, NY, "The really fantastic part was to see and feel the excitement here. After the Americans beat the Russian hockey team, the streets were just wild with people; I've never seen people so excited."

Zaumetzer, who was a member of the Postal Service Olympic Coordinating Committee, felt the overall postal operation went well. "The crowds were great, the stamp and philatelic sales were tremendous, the employees gave 100%, and the deliveries and star runs were smooth as clockwork."

All was not just work, however. Jackie Whitmore, Martha Baxley, Dennis Hoggard, Duanne Farrington, Carol Ferrer, and Versertile Simmons still found time to party and go tobogganning together.

"We're all from New York City and yet," according to Farrington, "we'd never met each other before. Maybe next year we can have a reunion, all of us—you know—the Upstaters and the Downstaters. We'll meet half way. We're the one-in-the-million who got to experience this. It was much better than TV."

The Olympic Creed states: "The most important thing in the Olympic Games is not to win but to take part, just as the most important thing in life is not the triumph but the struggle. The essential thing is not to have conquered but to have fought well."

The postal team in Lake Placid deserves the gold medal for its fantastic effort and contribution to the Games. ■

Carl Jacobson, the official on the left, is a rural carrier in Aurora, IL. He officiated as a distance measurer on the 70 and 90 meter ski jumps at the Winter Olympics. Growing up in Michigan's Upper Peninsula, Jacobson was an avid ski jumper himself until a painful accident forced him to quit. In 1976 he qualified as one of only 209 International Ski Federation judges, and he is currently one of 13 American judges qualified to work anywhere in the world.

AN ALL-AMERICAN'S BATTLE WITH THE BOTTLE

In a "now it can be told" story, Paul Hogue, a former basketball All-American and professional National Basketball Assn. player, is a PAR counselor in the Cincinnati Post Office.

"Sobriety has been kind of good to me," says the 6 ft. 7 in. former center, "and I want to give some of it away."

Hogue, who has been working with the Program for Alcoholic Recovery since April, came to the post office from the Ohio State Dept. of Mental Health and Retardation where he was an activity therapist. He's been sober for more than four years.

"I don't know if I ever drank lightly," he says, "but I guess in my last year of college or right after I got out, I started drinking heavily."

Hogue had been a standout athlete in high school in Knoxville, TN, excelling in football, track and basketball. He once scored 68 points in a single basketball game; it was the year his school won the state championship.

Three years of varsity basketball followed at the University of Cincinnati, and in his junior and senior years he made All-American as Cincinnati won back-to-back NCAA championships.

Drafted by the New York Knicks in the NBA, Hogue spent two years in the Big Apple. He was traded to Baltimore, playing a season with the Bullets (now the Washington Bullets).

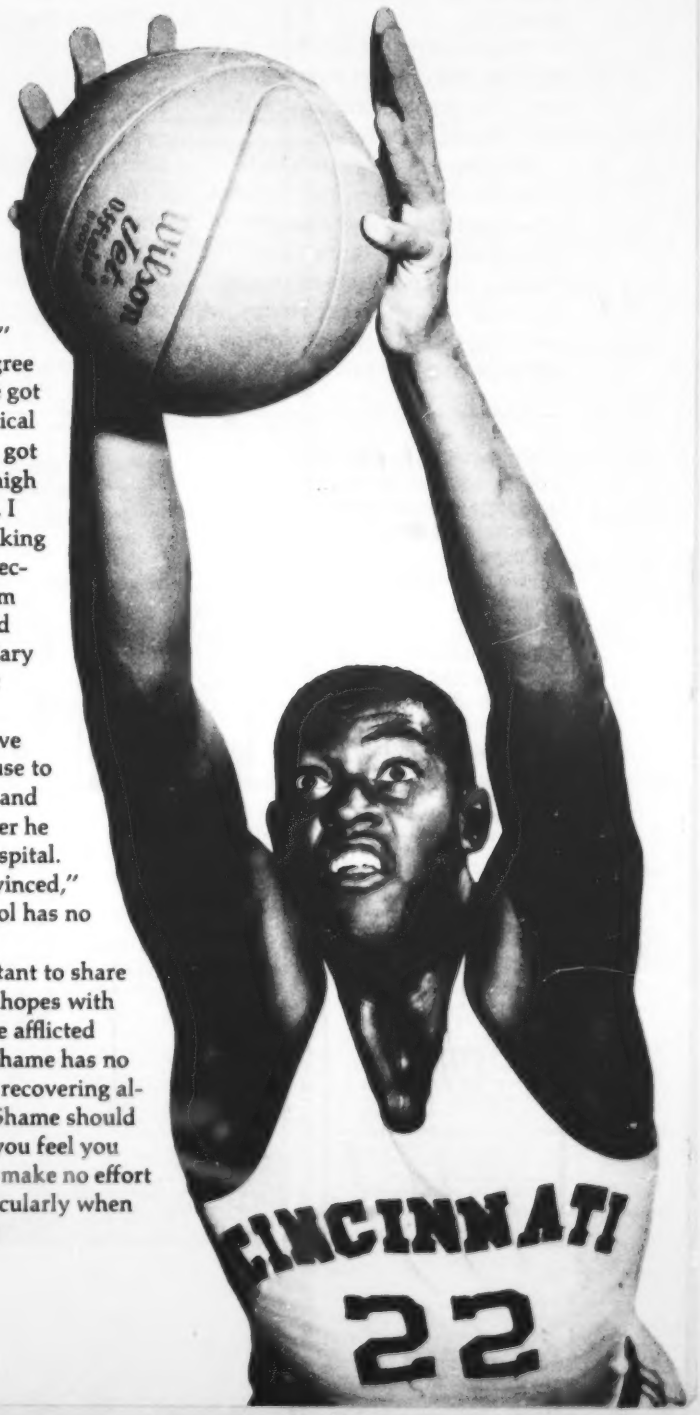
"The disease (alcoholism) had me at that time," Hogue recalls. "And there were injuries. I lost interest, and when the Bullets said they were going to trade me, I told them 'I quit.' "

Armed with a degree in education, Hogue got a job teaching physical education. "When I got fired from a junior high school teaching job, I realized I had a drinking problem. My wife recognized that problem before I did; she had been going to auxiliary organizations to get some help."

Losing the job gave Hogue another excuse to get drunk, he says, and four or five days later he wound up in the hospital.

"I am totally convinced," he says, "that alcohol has no place in my life."

He finds it important to share his experiences and hopes with others who might be afflicted with the disease. "Shame has no place in the life of a recovering alcoholic," he says. "Shame should only be involved if you feel you have a problem and make no effort to conquer it—particularly when help is available." ■



WATCH OUT! S

In today's society machines are performing more and more tasks which previously were performed by muscle power. The modern mechanized postal facility is no exception.

The use of machinery has become so common that many take it for granted and do not give it the respect it deserves.

Here are 10 questions which deal with machinery. They are not new questions. They have appeared elsewhere, but we, at Postal Life, feel they bear repeating—and remembering. Hence, we are using the 10 questions on the opposite page for this issue's WATCH OUT SAFETY CONTEST.

To win you must answer all 10 questions correctly, and you must use the official entry form on the following page as well.

Thirty prizes will be awarded to WATCH OUT SAFETY CONTEST winners. They are: 1st prize—$150; 2nd prize—$100; 3rd prize—$75; 4th prize—$50; 5th prize—$25; 6th through 30th prizes—1979 Mint Sets of U. S. commemorative stamps.

The selection of the prize winners will be determined by a random drawing from the correct entries. The first correct entry drawn will be the first-prize winner; the second correct entry drawn will be the second-place winner, etc.

Entries must be postmarked before midnight, May 9, 1980, and winners' names will be published in the July-August 1980 issue of Postal Life.

RULES:

1. All Postal Service employees are eligible, except employees in Headquarters or Headquarters-related units.
2. All entrants must complete the entry coupon.
3. All entries become the property of the U. S. Postal Service, and none can be returned or acknowledged.
4. Mail entries to: WATCH OUT SAFETY CONTEST, Room 10923, U. S. Postal Service, Washington, DC 20260. (Note: Entries addressed otherwise will be declared ineligible.)
5. Entries must be postmarked before midnight May 9, 1980, to be eligible.

THE WINNERS

Nearly 15,000 postal employees entered the Heads-Up Safety Contest in the November-December issue of Postal Life.

Five people won cash awards and 25 won 1979 Mint Sets of U.S. Commemorative stamps. All winners were selected at random.

Those who entered the contest had to match each of 16 protective devices with the most appropriate occupation.

The answers:

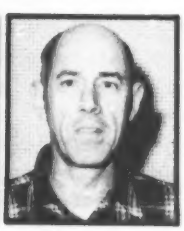
Boxer (No. 2, boxing gloves); hockey player (5, goalie's mask); astronaut (11, helmet with antenna); firefighter (1, firefighter's helmet); welder (12, face mask with window-type covering for eyes); baseball player (14, catcher's mask); chemical worker (7, face mask with long tubing that fits over nose and mouth); letter carrier (10, dog repellent); fencer (6, mesh face mask); grinder (3, goggles); knight (4, face mask with visor); auto racer (9, helmet with goggles); construction worker (16, hard hat); deep sea diver (13, steel helmet with tic-tac-toe-looking front to cover face); cook (15, padded glove); and football player (8, helmet with protector for lower part of face).

First Prize ($150)
Harold T. Payne
Hampton, VA
Clerk
Peninsula Facility
Hampton, VA

Second Prize ($100)
Willie L. Mahone
Kentfield, MI
MPE mechanic, GMF
Detroit, MI

Third Prize ($75)
Oscar M. Yankowsky
Portland, ME
Clerk
Main Post Office
Portland, ME

Fourth Prize ($50)
Jacquelyn H. McLaughlan
San Diego, CA
Carrier Technician
Carrier Station
La Jolla, CA



Fifth Prize ($25)
Ewald E. Holzinger
Highland, IL
Distribution clerk
St. Louis, MO

Sixth through Thirtieth:

Rafael Maldonado, Anasco, PR; clerk, Las Marias, PR

Art Couch, Gardena, CA; supervisor, Collection & Delivery, Main Office, Gardena, CA

Walter A. Graustein, Cambridge, MA; mail processing machine operator, South Postal Annex, Boston, MA

Kathy Fisher, Houston, TX; rural carrier, Cypress, TX

Harold McDonald, Irving, TX; letter carrier, Main Office, Irving, TX

Paul C. Pluemer, Platteville, WI; PTF clerk, Platteville, WI

A. A. Ferraro, Ronkonkoma, NY; mail handler, Hicksville, NY

Hazel M. Coahran, Macy, IN; rural carrier, Macy, IN

Charlie Stewart, Reno, NV; distribution clerk, Main Office, Reno, NV

Doris A. Leyva, Scurry, TX; postmaster, Scurry, TX

Lawrence L. Buffalari, Erie, PA; letter carrier, Main Office, Erie, PA

Richard Bernard, Anaheim, CA; acting manager, Delivery & Collection, Yorba Linda, CA

Danny DeVaughn, Birmingham, AL; LSM operator, Main Office, Birmingham, AL

Christopher Choy, San Francisco, CA; mail handler, Rincon Annex, San Francisco, CA

Arlene Marie Moore, Ashville, OH; PTF clerk, Lockbourne, OH

N. Pauline Wallace, Bowdon Junction, GA; postmaster, Bowdon Junction, GA

R. Goodenow, Brunswick, ME; clerk, Brunswick, ME

Terry W. Faris, Kalispell, MT; clerk, Kalispell, MT

Shirley L. Hall, Baton Rouge, LA; distribution clerk, Main Office, Baton Rouge, LA

Julius C. Fields, Seattle, WA; security supervisor, Terminal Annex, Seattle, WA

Patricia A. Avinger, Jacksonville, FL; mark-up clerk, GMC, Jacksonville, FL

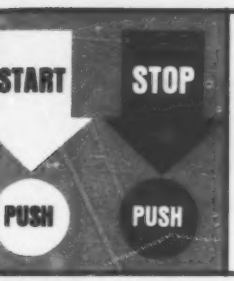
John Richard Moscinski, Little Falls, NJ; letter carrier, Main Post Office, Little Falls, NJ

Alfred W. McKenzie, Parma, MO; postmaster, Parma, MO

Frank S. Harris, Norfolk, VA; letter carrier, L. C. Page Station, Norfolk, VA

Allen Wright, Little Rock, AR; letter carrier, Brady Station, Little Rock, AR

AFETY CONTEST

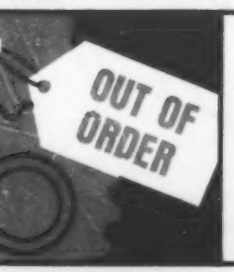


1. All starting and stopping devices should be clearly marked and readily accessible at all times.
True or False?

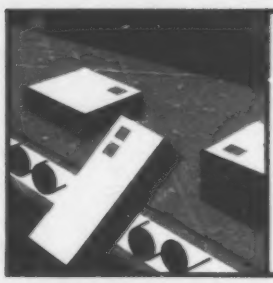
2. Employees are permitted to ride conveyors.
True or False?

3. The wearing of loose clothing, neckties, bracelets, gloves, etc., is not permitted while working around conveyor belts or other moving machinery.
True or False?

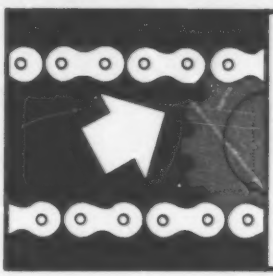
4. All personnel working on or near a conveyor should be instructed in the location and operation of all stopping devices.
True or False?



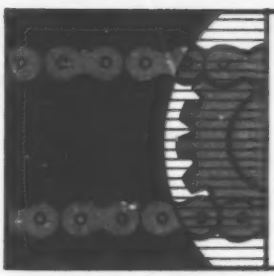
5. Form 4707, Out of Order tags shall be attached to any defective equipment or machinery.
True or False?



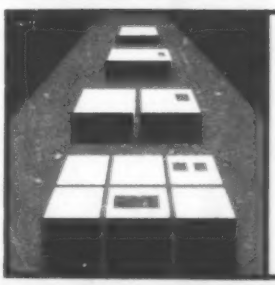
6. No employee shall attempt to retrieve fallen, misthrown or caught mail from moving conveyor equipment where there is the possibility of coming into contact with moving machine parts.
True or False?



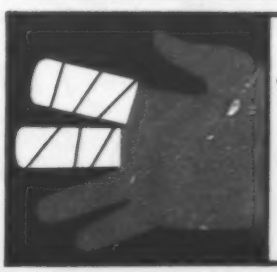
7. A "nip point" such as is found on a belt and pulley or a chain and sprocket is a particularly dangerous part of machinery and conveyor systems.
True or False?



8. Guards should be installed to cover all "nip points."
True or False?



9. Proper loading or feeding of conveyor systems can contribute to a safer operation.
True or False?



10. The most common accident in mechanized mail processing facilities is injured fingers.
True or False?

WATCH OUT! SAFETY CONTEST ENTRY FORM

1. ☐ TRUE ☐ FALSE
2. ☐ TRUE ☐ FALSE
3. ☐ TRUE ☐ FALSE
4. ☐ TRUE ☐ FALSE
5. ☐ TRUE ☐ FALSE
6. ☐ TRUE ☐ FALSE
7. ☐ TRUE ☐ FALSE
8. ☐ TRUE ☐ FALSE
9. ☐ TRUE ☐ FALSE
10. ☐ TRUE ☐ FALSE

NAME

HOME ADDRESS

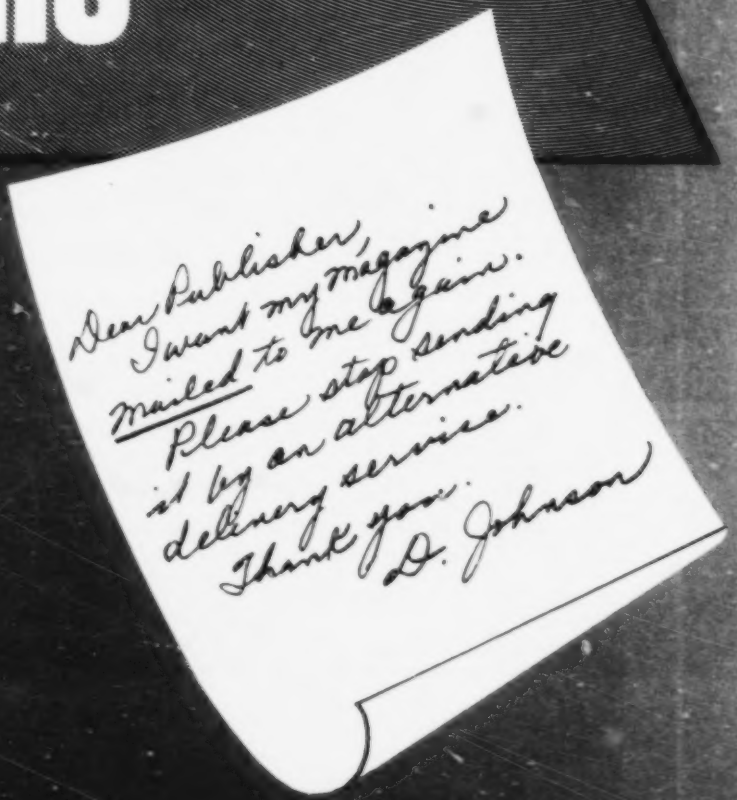
CITY STATE ZIP

HOME TELEPHONE NO.
(including Area Code)

JOB TITLE

FACILITY WHERE EMPLOYED

YOU CAN HELP INSURE USPS KEEPS THIS DELIVERY



Getting your magazine delivered by an alternative delivery service? It's costing the Postal Service money—and threatens postal jobs as well. You can get your magazine through the mail again. Other postal employees have done so. Just write a letter to the publisher.

'HOW I DEALT WITH A DISCOURTEOUS CUSTOMER'
RUNNER-UP WINNER

'A Better Way'

by John Evan Jones

(Editor's note: John Evan Jones, postmaster, Vernal, UT, wrote the following article. It was one of four runners-up in Postal Life's story writing contest in the May/June 1979 issue of the magazine. The Postal Life Advisory Board chose the winners.)

It all started, unfortunately in the wrong direction, when I told a customer that he was "the rudest person I had ever met!" I felt a temporary sense of satisfaction in "setting him straight," yet, at the back of my mind there was a nagging doubt. There had to be a better way. After the victory there was a "taste of ashes."

I related the incident to my wife and commented, "I think I made a mistake." She responded, "Surely not you, dear, of all people."

Then the Postal Service emphasized courtesy and this seemed to be the answer. I read everything on courtesy that crossed my desk and resolved to do something about it. The results were gratifying, but the acid test was yet to come.

One morning I woke up with a pounding headache. When I arrived at work there was a letter from the MSC manager complaining about excessive overtime and several employees called in sick so the overtime wasn't going to improve. On top of it all, in walked one of our most critical customers in a very angry mood.

Normally I would have welcomed him as a challenge to my new-found courtesy commitment, but that morning I could barely stand even myself.

His loud voice bored right into my already jangled nerves. He told me what an incompetent crew we were, a typical example of how the taxpayer's money is wasted and on and on he went in a similar vein for at least five minutes.

I felt sicker by the minute. I believed it was physically impossible for me to be cheerful and courteous. Then a sentence I had learned in a typing drill at business college struggled to the surface of my mind.

"If you are not what you would be, act as you would act if you *were* what you would be."

I breathed deeply and smiled, hoping it didn't look too sickly.

"You're quite right to be upset," I said quietly. "It was a very unbusinesslike error and I personally accept full responsibility. I shall make every effort to see that it does not occur again."

Silence.

Finally, "You admit it was all your fault?"

"Absolutely."

The angry face shed some of its tenseness and gradually the ghost of a smile flickered briefly around the corners of his mouth.

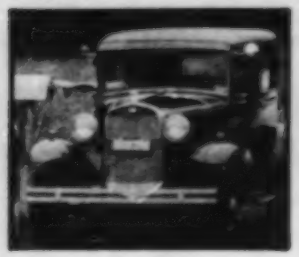
Then in a conspiratorial tone he said, "I'm going to tell you something very few people know about me." He paused for effect. "*I* made a mistake once!"

As if on cue we both burst out laughing. He left through the lobby, still chuckling, to the startled looks of clerks and customers who were aware of his critical nature.

To my surprise my headache was gone and there was no "taste of ashes."

Garth Henrichs says, "Courtesy makes you treat every person with such consideration that he remembers you pleasantly."

Isn't that what courtesy is all about? — to remember you pleasantly. ■



WHATEVER HAPPENED TO?... Model A Mailman

Eight years ago, a star route carrier in Bunnell, FL, was spending nearly as much time answering letters as he was delivering them. They were pouring in at the rate of three to four a day for more than eight months, and carrier H. C. Cobb personally answered each one of them.

Why the sudden influx of mail in 1972 for a person who had been with the Postal Service for 32 years? It began innocently enough in February of '72, when the Orlando, FL, *Sentinel* featured Cobb in a Sunday magazine section. The wire services flashed the feature throughout the country, and newspapers from Florida to Canada and from Maine to California, and even Hawaii and Alaska, carried the story.

It seems that the celebrated Cobb had been "going his appointed rounds" for 32 years in a 1931 Model A Ford. He had clocked some 400,000 miles over those years, earning the respect and friendship of his customers who affectionately called him "HC" or "Model A Mailman."

Well, the service didn't stop there. "HC" is still on the job, still tooling along in his Model A. And, the odometer now registers 565,000 miles—all accident-free.

Cobb has always done all of his own repairs, keeping the vintage automobile in "tip-top" condition. Several years ago, he devised and installed a special heater for use on cold days, and in 1977, he installed an AM/FM stereo radio.

The following year he topped those improvements with a citizen-band (CB) radio. Ask him what his CB "handle" is, and his face will slip into a broad grin as he responds, "What else—Model A Mailman."

Cobb uses the CB to radio ahead to customers when he has signature mail or packages, etc., so that they can meet him at their mailboxes. This is particularly helpful to customers whose boxes are some distance from their homes.

Also, many of his customers radio him if they are going to be out of town for a period of time.

Such warm bonds of friendship developed during Cobb's four decades of service to two and sometimes three generations of customers.

In 1940, Cobb's 25.8-mile route included 20 roadside boxes. When he was the apple of the national eye in 1972 because of all the publicity about his car, his route had grown to 34.8 miles and 80 boxes. Today it is 46.1 miles with 157 boxes.

Cobb still covers those miles in his gleaming Model A. Recently, he completely re-painted it black, with a red pin-stripe around the body. And he added wide white sidewall tires—much like the original vintage tires.

His miles-per-gallon average would be the envy of many drivers with much newer autos. By keeping the engine and all key parts in first-rate condition, Cobb still gets approximately 20 miles to the gallon.

When Cobb is not delivering mail, spending time with his wife and their two married daughters, or working on the car, he is an all-purpose handyman around his home. No task—whether it be plumbing, electrical wiring, or whatever—is too much for him, although he is too modest to talk about it himself.

"Yes, indeed," says Bunnell Postmaster Ray Mercer, who has worked with Cobb since 1955, "this gentleman is one of a kind. He is always cheerful and would do anything in the world to accommodate his customers, and they really love him. It just wouldn't be the same route without Mr. Cobb—with or without his Model A."■

PHOTOGRAPH BY JAMES R. HODGINS, JR.

KEEPING POSTED

The Susan B. Anthony dollar coin is getting widespread circulation, thanks to postal window clerks who began using the coin February 1 to make change. The coin's use in post offices is a cooperative effort between the Postal Service and the Treasury Dept. USPS is supporting Treasury's program to gain wider circulation of the coins because they "could be of great benefit to both our postal clerks and our customers," says Postmaster General William F. Bolger. "They are easier to handle at the counter, and they can be mechanically sorted and counted." However, customers do not have to accept the dollar coin when it is offered in change.

If you're wondering what all those street and road maps are doing in your facility and why a number of managers and supervisors are huddled over them, here's the answer: They're coding; that is, assigning the new nine-digit ZIP Code to each delivery point. Coding started on a test basis late last year in two zones in Dallas, Grand Central Station in New York City and Wilmington, DE. It took one week and 23,113 codes to do the city of Wilmington; it takes about one hour to code each carrier route. Last month (February) five additional test cities helped us get the bugs out of the coding system, and in May coding will spread to other facilities. The entire nation should be coded by the end of the year, according to Sal Gennaro, director of the Office of ZIP Code Expansion at Headquarters. But it will not be until some time in 1981 that postal people begin to see some of the add-on ZIPs on letters. Gennaro says that there are a number of advantages to the add-on, including the fact that it will help improve service, hold down the amounts of future rate increases and provide marketing information to our customers. In addition, it will simplify distribution work. For instance, during 1981, multi-position letter sorting machines will be modified to allow four-digit keying, making it compatible with the four-digit Code. With the add-on, current five-digit ZIPs remain the same. They are followed by a hyphen and four digits. The first two digits of the add-on represent sectors, such as a smaller part of a zone, box section, groups of buildings or one large building. The last two digits represent segments of sectors—blocks, post office boxes, firm holdouts, floors of large buildings. Mailer use of the expanded ZIP Code will be strictly voluntary, but there are early indications that many major mailers, in particular, see the add-on as beneficial to their operations. The Postal Service is also currently testing a number of optical character readers and bar code readers which would be used in the ZIP Code expansion.

Attention, all nixie clerks. Jack Stein of Quality Mailing Service in Detroit, MI, has this suggestion for you: "Updating subscription and/or mailing lists is essential in our business," he says. "Often times, when the labels are returned as undeliverable or for a new address, the original source data has been obliterated by a rubber stamp or mark over . . . It would be most helpful if the rubber stamp is placed away from the type."

Postal people continue to amaze their customers with their ingenuity in delivering the mail. Al Theroux, a claims and inquiry clerk at the Springfield (MA) Bulk Mail Center, received a letter thanking him for successfully identifying a "loose in the mail" article. The letter from a customer in Whitman, MA, reads: "Yesterday I received a letter from my cousin, Mrs. C. Junior Pedersen, RR 2, Westby, MT 59275. I would like to quote from her letter: 'The other day we received a package in the mail. It was a set of slides belonging to you. It was from Inquiry Section, Springfield Bulk Mail Center, Springfield, MA 01151. They said this was found loose and they traced it to us because on one picture of the front of the house the pickup truck was in the garage with the garage door open. They sent an inquiry to Montana Registry of Vehicles because they could read the license plate and they could read our name on the house. So they obtained our address and sent the slides to us. I thought this was great that they went to so much trouble.' " As Theroux and other claims and inquiry clerks across the country are apt to respond: "It's just routine."

The Postal Service's key weapon against inflation is improved productivity. This is the message Postmaster General William F. Bolger is delivering around the country. "In the past three years," he said in a recent speech, "we have seen our volume grow by about ten billion pieces, to the point where we nearly broke the 100 billion mark last year and definitely will do it this year. The chief reason for this remarkable growth has been our rate stability—and increasing mailer incentives through such programs as Presort. And the chief way we have achieved rate stability has been our control of workhours and the very large expenditures they represent." Yet, he says, we will have to achieve a full 3% productivity increase this year to keep our projected deficit manageable. To date, high productivity has enabled the Postal Service to stave off red ink; through accounting period 5 we were $157.2 million in the black. However, a $600 million deficit is projected for the full year.

POSTAL PERSONALITIES

Barbara Gerrish

It started as a Bicentennial project because Barbara Gerrish wanted to do something special to celebrate the event. But working on the project was more than she anticipated, and it took her four years to complete the 25-inch wide by 21-inch high by 21-inch deep replica of the building that housed the first Flushing, NY, Post Office in 1821.

Gerrish, an administrative assistant in Fleet Operations for the Queens, NY, Sectional Center, started her postal career 14 years ago as a distribution clerk in the Flushing Main Post Office. "I'm grateful for the opportunities available here," she says, adding that the project was a way for her to demonstrate her feelings.

She's also a history buff. "I became enchanted with the first post office building, a general store," she says, and although she had never done wood carving or construction of this type, she decided to go ahead.

Although she researched what the contents of the first post office were, some of the miniatures used are typical of the era but not necessarily of that particular structure.

"I did all the whittling myself," Gerrish says, "and I made some of the miniatures from kits. A few of the items I was able to buy as they were. Three of the miniature oil lamps inside the building are functional; they work by electricity. I did the wiring myself."

Gerrish has shown her replica at various events in the area, and she is now considering starting a second construction project. ■

Leonard Laskowski

Thousands of postal people donate their blood and many are 15-gallon or better donors. But Leonard Laskowski, a general clerk in the Brattleboro, VT, Post Office, is literally one in a million.

Laskowski is one of only about 10 people in the United States who are known to have 0 negative

Lutheran b negative blood, a type that is likely to be found once in a donor population of 120,000 people, according to the American Red Cross.

Laskowski, who has donated more than 15 gallons, started giving blood when he joined the post office in 1951. Now, he contributes six or seven times a year.

"My three children also have this same rare blood type," Laskowski says, adding that they, too, are donors.

About four or five times, Laskowski says, he has been asked for special contributions for people in the Midwest and the South who desperately needed his rare blood type. "Giving blood," he adds, "is painless." ■

Wayne Rumlow

Wayne Rumlow, a distribution clerk at the Oshkosh, WI, Post Office, likes basketball and statistics.

He remembers as a youngster watching the Oshkosh All Stars work out. They were a local basketball team formed in 1929 so people would have someplace to go during the long Wisconsin winters. Many Oshkosh players went on to fame in the old National Basketball League (NBL) and elsewhere.

So, Rumlow, as a hobby, began researching the Oshkosh team and what happened to the men who wore the Wisconsin jersey. The result: a book, *Oshkosh All Stars and the NBL*, a compilation of facts, figures and old photos Rumlow collected.

Some former NBL players: Chuck Connors of TV "Rifleman" fame; Otto Graham, the former National Football League quarterback; William "Red" Holtzman, who coached the New York Knicks in the National Basketball Assn.; Lou Boudreau, former baseball shortstop and manager and member of baseball's Hall of Fame; and Frank Baumholtz, who roamed the outfield for the Chicago Cubs. ■

Martin J. (Marty) Fitzgerald has been a recovered alcoholic for 15 years, and for all that time he's been assisting alcoholics in St. Louis, MO, who seek treatment.

Six years ago he became the St. Louis Post Office's first Program for Alcoholic Recovery (PAR) counselor. Now he is the PAR coordinator there.

In October the St. Louis Area National Council on Alcoholism gave Fitzgerald its prestigious Helen B. Madden Memorial Award "in recognition of outstanding effort and achievement in the field of alcoholism."

In addition to his PAR activities, Fitzgerald talks about alcoholism to high school students, administrators, teachers and to hospital staffs. He appears on television and talks on the radio about PAR

Marty Fitzgerald

and its work, and he has taught alcoholism at seminars at Missouri University, Southern Illinois University and Fontbonne College. He has also taught the subject to medical students at St. Louis University Medical School.

He's been involved from the beginning in the first Alcoholic Detoxification Center in the world sponsored by the St. Louis Police Dept., and he also volunteered to work on the first State Hospital's Program for Alcoholism. ■

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COVER PHOTOGRAPH BY PATRICK S. McCABE

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FRAUD SQUAD

Her small audience fell silent as the postal inspector gently pried open a container labeled "Pet Baby Rattler," peered inside the box and gingerly reached for its contents.

Then they laughed as they saw what Janene Gordon lifted from the box. It was a baby rattle, the nursery-style kind, and Gordon's "pet" illustration of misleading mail order advertising.

A buzz of comment from the 23 senior citizens in the room indicated they'd suspected a trick. After all, during her 40-minute talk to the Sacramento City College's Project Gold group, Gordon had carted out a dazzling array of misleading advertising examples.

For instance, there was the $3.95 Universal Coat Hanger (a nice sturdy nail) and a $19.95 tablespoon billed as a "solid state Compact Food Server, no electricity required."

Another ad offered an engraved [illegible] Abraham Lincoln for $10 [illegible] to be the one found [illegible]

the $4.45 Hide-A-Swat.

For the energy conscious, there were the clothesline and clothespins sold as the "Solar Clothes Dryer" and "Solar Stabilizers" for $36.99 and $9.99, respectively.

As the inspector explained, only common sense would be offended if these items were offered for sale over the counter. But when mail order buyers are led to expect something different from what they get, that's mail fraud, and the Postal Inspection Service's fraud unit is anxious to enforce the laws against it.

Unfortunately, no matter how [illegible]

tive minds come up with new schemes to separate the unsuspecting from their cash. Sometimes it's small amounts, such as the $15 that the elderly, poor or handicapped may invest in a phony work-at-home scheme or the $9.95 spent on a book offering a fake miracle cure. Sometimes it's life savings sunk into uninhabitable retirement property or investment schemes.

"Remember," cautioned Gordon, "if it looks too good to be true, it probably is." That's one of the two messages the San Francisco-based inspector and her counterparts across the nation have stressed since their appointment to the newly-created position of consumer protection program specialist.

The second is, "Help is available, no matter how small the loss. Just call your postmaster or get in touch with me."

Appointed last October to help prevent mail fraud losses by educating the public, the 18 fraud specialists have already reached millions of people.

In the first five months of the [illegible] they made 320 television

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DEPOSITORY 376

and 323 radio appearances, generated 472 news articles and gave talks to 360 business, civic, school and postal groups.

In addition to spreading the word about the powerful friend mail fraud victims can turn to, they're also letting the public know about a unique aspect of the Postal Service that most people never consider.

Joyce Bogdewic, a specialist assigned to the Baltimore area, recalls that radio talk show host Larry King was amazed to learn about the 205-year-old Inspection Service and its consumer protection program. "He said he had no idea we existed," Bogdewic recalls.

She adds that the 17 telephone lines never stopped ringing during the two hours she and Inspector Tom McClure, the Washington, DC, specialist, appeared on King's late night show, broadcast over 185 stations to an audience of 12 to 20 million.

The phones in McClure's office are ringing even more now that the consumer program has gained visibility. Instead of interest tapering off, McClure says that he's getting more frequent requests for appearances, questions from consumer affairs reporters and calls from alerted consumers.

Janene Gordon, who has speeches scheduled into late summer, agrees that going public with the consumer protection program has generated a remarkable response.

> "If it looks too good to be true, it probably is."

An inspector since 1971 when she became one of the first women appointed to the Service, Gordon enjoys most the personal contact she gets speaking to small groups.

Since January, in addition to appearances on television news and talk shows, she's made 70 presentations, sometimes speaking three times a day.

"Each talk seems to lead to another," she says. Sometimes ending her day at 9:30 p.m., she initially worried about the public speaking aspect of her new assignment. "But it turns out I'm a ham," she cheerfully admits. "I love talking to these people." She especially likes reaching the elderly and minorities—those who can least afford to pay for a costly lesson in mail fraud.

She can keep them from being victimized by telling stories about work-at-home schemes, such as the one involving a kit for making ties. Somehow the ties made by people who purchase the kits never meet the company's standards, not even the ones that the Inspection Service bought in a department store and sent in after clipping out the manufacturer's labels. She can warn them against medical frauds that can cause suffering, even death, when they sway the seriously ill from following doctors' instructions.

With a seven-state area to [illegible] it helps to love the job. Gordon [illegible] handles the [illegible]

consumer protection specialist responsibilities for Northern California, Northern Nevada, Colorado, Utah, Wyoming, Southwest Idaho and Hawaii. Other specialists are assigned to the Inspection Service divisions in Atlanta, Boston, Chattanooga, Chicago, Cincinnati, Detroit, Ft. Worth, Los Angeles, Memphis, Newark, New York City, Philadelphia, Pittsburgh, Seattle, St. Louis, St. Paul and Washington, DC.

The Inspection Service hand-picked each specialist for verbal and written communication skills and the potential to come up with innovative, resourceful and imaginative means to reach the public.

Gordon, for example, has a group of junior high school students working on a slide tape that will show the results of mailbox vandalism to kids their own age.

Ron Pry, the specialist in Pittsburgh, has developed a radio public service announcement that could win awards for cleverness as well as effectiveness. ("Psst," a voice whispers, "how would you like to make a million dollars for a $5 investment?" "Get lost, you creep!" answers a second voice. After a few more examples of the way common sense works in face-to-face encounters, the narrator gently reminds listeners to exercise the same kind of judgment in mail order buying.)

Going public—that's part of the Inspection Service's campaign to warn about mail fraud. Inspector Janene Gordon appears on TV to get the message across.

Chief Postal Inspector Kenneth H. Fletcher notes that the consumer protection program builds confidence in the nation's $60 billion mail order industry by letting the public know that mail fraud will be prosecuted. "We get excellent support from mailers," he says. "They're as anxious as we are to get rid of the bad apples."

To show how fast a mail fraud scheme can rake in money, a phony diet group collected $70,000 in just 23 days from the time its first ad appeared. The group is now out of business and facing lengthy jail terms.

Fletcher points out that the consumer protection program has already paid off in several almost instant crackdowns on illegal schemes, thanks to alert consumers who tipped off inspectors.

In one, an ad offering accommodations for visitors to the Winter Olympics was removed before the first victim wrote a $400 check for non-existent lodgings. Criminal proceedings are now in the works.

Also, the Service pulled an end-run on a firm offering a "Superbowl Weekend" package for $279. The outfit never had a chance to collect a cent.

Another case snapped shut in record time involved the "Pet Baby Rattler." After the Inspection Service contacted him, the manufacturer claimed the ad was an innocent mistake, withdrew it and offered refunds to buyers.

But Janene Gordon figures that he got to keep most of the money. She says that most of the ones that were sold were bought by consumer protection program specialists who love to use them in their presentations. ■

Fraud is a serious—and expensive—business as the faces of these senior citizens attest. Postal Inspectors speak to many groups, warning them to beware of the quick buck artists.

COMP COPS & ROBBERS

A clerk receiving continuation of pay due to a claimed back injury reported a slip-and-fall accident shortly after her return to duty. She was then placed on COP again. During the following weeks, postal inspectors observed her on numerous occasions working as a waitress. Confronted with the evidence, she resigned from the Postal Service.

A letter carrier claimed a back injury in October 1978. He admitted that he could return to duty in December 1978, but he remained at home until the middle of January 1979. He received a two-week [illegible] pension.

A clerk claimed an on-the-job injury to her shoulder. Subsequent investigation determined that her husband had beaten her, injuring her shoulder. She was removed from the Service.

These are just three of 262 cases the Inspection Service investigated last year as the continuing rise in workers' compensation costs to the Postal Service signaled the need for a crackdown on potential abuses.

For a number of years, workers' compensation costs have been a financial burden for USPS. While in 1978 billings and payments were close to $173.3 million, in fiscal year 1979 that figure increased more than 9% to $192.2 million. Claims, however, did fall by 3,000 between 1978 and 1979.

Since the Federal Employees' Compensation Act was amended in 1974, the workers' compensation program has suffered from a number of serious problems, including skyrocketing costs; unmanageable caseloads, large backlogs and payment delays; and "disincentives" to return to work.

The Postal Service has been working with the Department of

continued

Labor, which monitors the system government wide, to come to grips with these problems.

In recent testimony before a Congressional committee looking into workers' compensation, Deputy Postmaster General James V. P. Conway said: "One of the essential ingredients is to get people back to work when they are medically able. The Postal Service and the Department of Labor jointly have developed a set of rehabilitation and reemployment procedures which we think establish a model program.

"Our best-case estimate is that as many as 55% of the more than 11,000 former postal employees now off our rolls and on the compensation rolls might be reemployed within the next two years for productive work within their medical limitations."

The man below, trying out for employment as a police officer, was actually a postal employee out on disability at the time this picture was taken.

USPS is also monitoring the workers' compensation program with a staff of 358 specialists located in the 154 largest postal installations. Their job is to administer workers' compensation claims within USPS.

Once employees are awarded COP or compensation for wage loss, these specialists try to monitor the recipients' medical status and provide assistance to them to get them into the rehabilitation program and back to a job within their medical limitations. They also try to find suitable work for employees temporarily unable to do their normal assignments so that they can stay on the job.

Abuses, however, still plague the system.

For instance, recently a carrier in a Midwestern city claimed a back injury. Medical reports sustained him, saying that he was totally disabled, to the point that he could not even perform light duty. However, while he was out on disability, getting three-fourths of his salary check tax-free, he applied to a neighboring police department for employment as a police officer. Part of his entrance test included going through an obstacle course; he jumped the low hurdles with ease and passed.

The Inspection Service got involved in the case, and the carrier was indicted. One of the charges against him said that he submitted a false statement to the Department of Labor in order to obtain workers' compensation. He did not tell Labor that he had been employed as a patrolman by the neighboring city police department on a part-time basis.

The carrier submitted a guilty plea to the indictment, and a month later he was sentenced to serve a period of two years on probation and to pay $2,000 in fines.

In another case, a federal grand jury in a Western state recently indicted a letter carrier on four counts of false claims and four counts of false statements to obtain workers' compensation.

The carrier had been receiving compensation since April 3, 1974 based on an alleged back injury suffered in a fall while on duty.

However, the Department of Labor's Dallas Inspector General's office investigated and discovered that while the carrier was receiving $56,755.28 in temporary disability benefits from the Office of Workers' Compensation he was gainfully employed as an unemployment insurance claims fraud investigator for his state. Ironically, the Department of Labor, which was administering his workers' compensation, was also underwriting his salary from the state.

The indictment stopped compensation payments to the carrier, reducing compensation costs to the Postal Service an estimated $247,780 in projected future disability payments.

"Any improper or unnecessary use of the federal workers' compensation system distracts attention and resources from those whom the program is intended to serve," said DPMG Conway, "and detracts from the program's general credibility."

Conway emphasized that the Postal Service strongly supports the federal workers' compensation program and is committed to making it work, but he added that it is in the best interests of taxpayers and postal rate-payers as well as postal employees to rid the system of abuses.

"Improper use of the system hurts all of us," he said, "since we have to pay the bills through our taxes and postage." Workers' compensation expenses currently approximate a penny of each First-Class stamp. ■

A GIANT STEP TO SAVE ENERGY

One step for the Postal Service and a giant step to save energy.

That's what demotorization is all about as walking, once again, becomes the way.

Last year, 1,755 city delivery routes in the nation were converted back to walking. Approximately 10,000 are planned.

Walking routes, of course, are not new to the Postal Service. It was only 24 years ago, in 1956, that motorization of city delivery routes began in earnest. It picked up momentum in 1971.

Putting men and women in vehicles cut costs considerably by eliminating the need for carriers who supported foot carriers by spotting their relays and delivering their parcel post. It also enabled carriers to handle more deliveries per route. And, in those days it made good sense because gasoline was so cheap and workhour costs were rising.

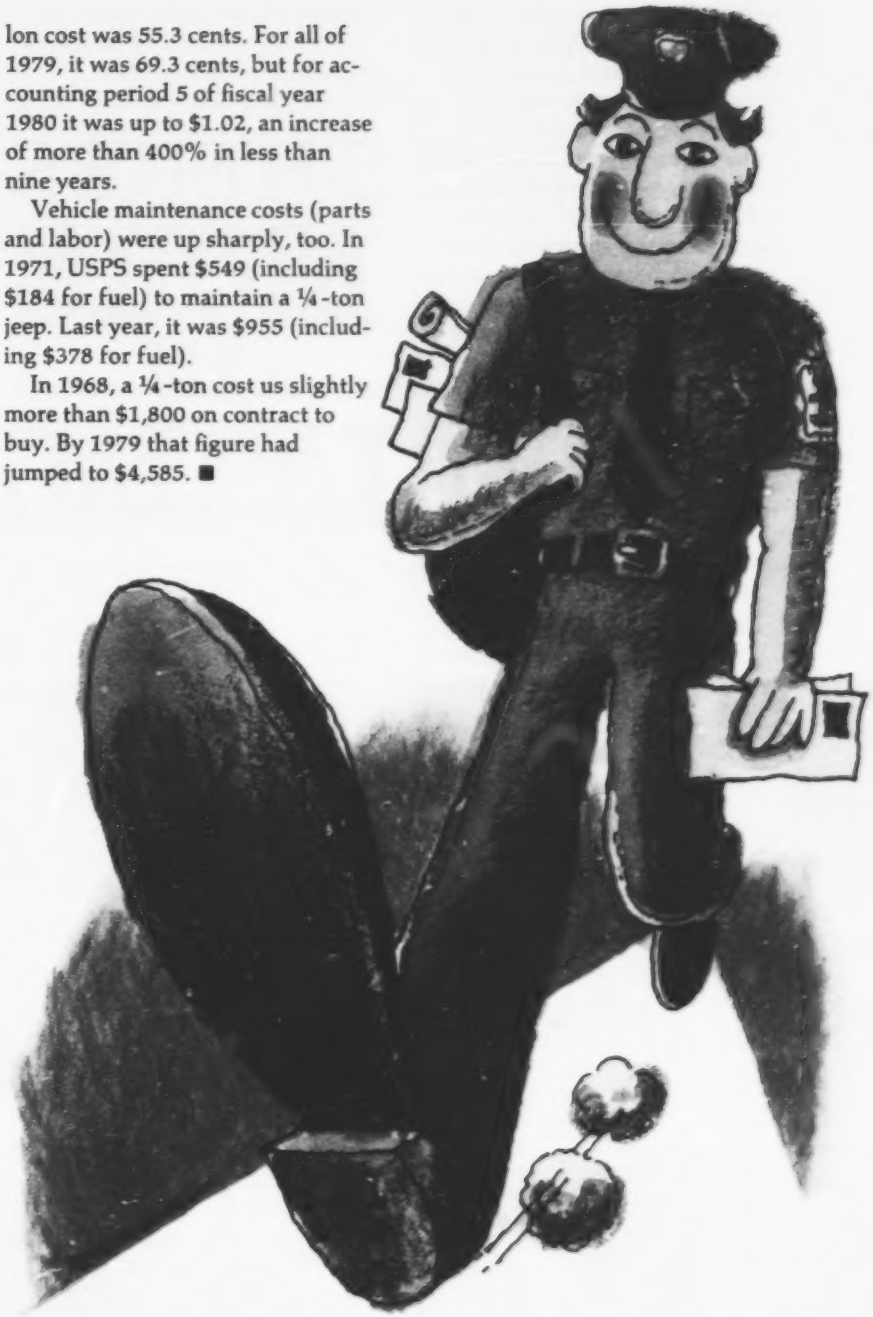
At its peak, 102,000 of 120,000 city delivery routes in the nation were motorized. However, increasing gasoline, maintenance and vehicle costs, as well as a severe worldwide fuel shortage, made the Postal Service take another look at its delivery fleet last summer. The decision was made to return a number of motor routes to walking routes.

Everyone who drives a car knows the costs involved, but it still is amazing to look at these figures:

In 1971, the first year of Postal Reorganization, gasoline cost USPS 24.9 cents a gallon. That's a combination of contract and at-the-pump prices. By 1978, the per gallon cost was 55.3 cents. For all of 1979, it was 69.3 cents, but for accounting period 5 of fiscal year 1980 it was up to $1.02, an increase of more than 400% in less than nine years.

Vehicle maintenance costs (parts and labor) were up sharply, too. In 1971, USPS spent $549 (including $184 for fuel) to maintain a ¼-ton jeep. Last year, it was $955 (including $378 for fuel).

In 1968, a ¼-ton cost us slightly more than $1,800 on contract to buy. By 1979 that figure had jumped to $4,585. ■



THERE'S MORE IN BALTIMORE

Emphasis on safety adds up to a national title

With three layers of clothing to ward off the bitter chill of a December football Sunday, the fans at Memorial Stadium in Baltimore whooped and hollered every time the Colts picked up a single yard.

It was early in the first quarter and the boisterous crowd seemed bent on yelling and whistling points on the board. Suddenly, they fell silent, crouched on the edges of their seats, and watched, mesmerized, as Bert Jones dropped back to pass—on first down.

But, before his arm came forward, dozens of spectators in an upper deck began scrambling toward a man who had collapsed. Shirley Lederer, a clerk/stenographer at the Baltimore Post Office, recalls the 1977 event as if it happened yesterday.

"When the people began scrambling," she said, "I automatically looked in the direction in which they were moving. There, about two rows over, I saw a man stretched out on a bench. He had suffered a heart attack and someone was giving him CPR (cardiopulmonary resuscitation)."

Lederer, who had only months earlier completed a CPR course at the Baltimore Post Office, picked her way through the crowd and asked the people to stand back to "give the man some air."

She then quieted the victim and, since he was conscious and breathing, directed that the CPR be stopped. "One of the first things I learned in the course was that you use it only when a victim has stopped breathing. Otherwise you may injure him; you can damage his ribs or the cartilage." Within minutes, police and medical personnel arrived, and the victim (still conscious and with no rib or cartilage damage) was carried to a waiting ambulance.

"It's just as important to know what not to do as well as what to

Baltimore's safety program has won numerous awards over the years, a source of pride for all 5,136 employees in the sectional center, including (left to right) Diane Baker, window clerk, Warren Bloomberg, SC manager/postmaster; and Eddie Favors, carrier technician.

do," she says. "I wish everyone had the satisfaction of knowing what to do in emergencies."

Well, at the Baltimore Post Office, a great many employees do, and more are learning it all the time. It is one part of their extensive safety and health program. In 1977, some 77 were trained in CPR and 68 in first aid, and more courses are being held this year.

In addition, many employees are seeking out other training opportunities. Ann Rahr, for example, came to the post office in 1973 as a clerk/stenographer in Mail Processing. When she transferred to the Safety Office four years later, she began taking safety and health courses at local community colleges.

This spring she served as an acting safety specialist, while continuing to go to Catonsville Community College four nights a week (she is working toward an Associate Arts degree in safety) and to teach Red Cross first-aid courses on weekends.

"Since coming to the post office," says Rahr, "I've learned to be attentive to safety and health at all times. We know we can prevent some accidents, and we are learning how to handle emergencies when they arise."

Her positive attitude is mirrored by most of her 5,135 colleagues in Baltimore. It is the kind of attitude —and attendant actions—that enabled the post office there to win the U.S. Postal Service's National Safety Awareness competition last year.

Baltimore chalked up impressive scores in all categories of the national program: Percentage of Improvement; Utilization of USPS Safety Campaign Materials; Promotion of the Safety Campaign; Originality; and Local Safety Education and Training Activities.

How? "The answer in one word is 'people,' " says Management Sectional Center Manager/Postmaster Warren M. Bloomberg. "No safety program, or any other program for that matter, can get off the ground if your people—at every level and in every capacity—are not involved and committed to it.

"Our number one priority here for years and years has been safety. Our people literally 'think safety.' And, I don't mean just the managers and supervisors. The program works because it reaches everyone

'Our people know that the mail is important, but that they're a lot more important.'

—clerks, carriers, maintenance mechanics, and everyone else.

"They know they are important to us, that we want to help them stay safe and healthy. By working together on it, we are achieving good results—and they are getting better all the time."

One glance at Baltimore's safety record confirms Bloomberg's words.

He initiated a model safety program there nearly 20 years ago. And he did it at the toughest of all possible times, during the high volume Christmas mailing season in 1961.

Bloomberg, along with Maurice Gorman (now the safety manager), George Vaeth (now manager of fleet operations), and others literally blitzed the post office with safety materials.

No one-shot effort, Baltimore's safety and health program has been continued and expanded over the years.

And, as recently as last year, Baltimore established an annual Safety Awareness Week, conducted by and for the employees.

"They know they're important to us," says Bloomberg. "They know that the mail is important, but that they're a lot more important."

Baltimore employees verify Bloomberg's statement. According to Thomas G. Williams, a carrier at the Walbrook Station for the past 34 years, management's attention to employee safety has changed greatly over the years.

He attributes his spotless 3½ decades of accident-free driving (on and off the job) to "driving defensively . . . watching out for the other driver in case he/she is erratic or distracted.

"And, this safety consciousness has been a major concern here since the 1960s," Williams says. "It's station-wide, not just for us drivers. We have bulletins, posters, films, announcements, safety talks, and a lot of other things. We've come a long way since the days when I was driving a Model A Ford."

In complete agreement is Charles Brown, an MPE (Mail Processing Equipment) mechanic, who has been in the main post office there for 24 years. "Years ago," he says, "preventive maintenance was not in our vocabulary. But, in recent years, prevention has been stressed along with corrective measures. For example, if an ON/OFF light or START/STOP button doesn't work, we find out why and fix it. Just because a machine runs doesn't mean it's safe, and we sure don't want anyone to get hurt.

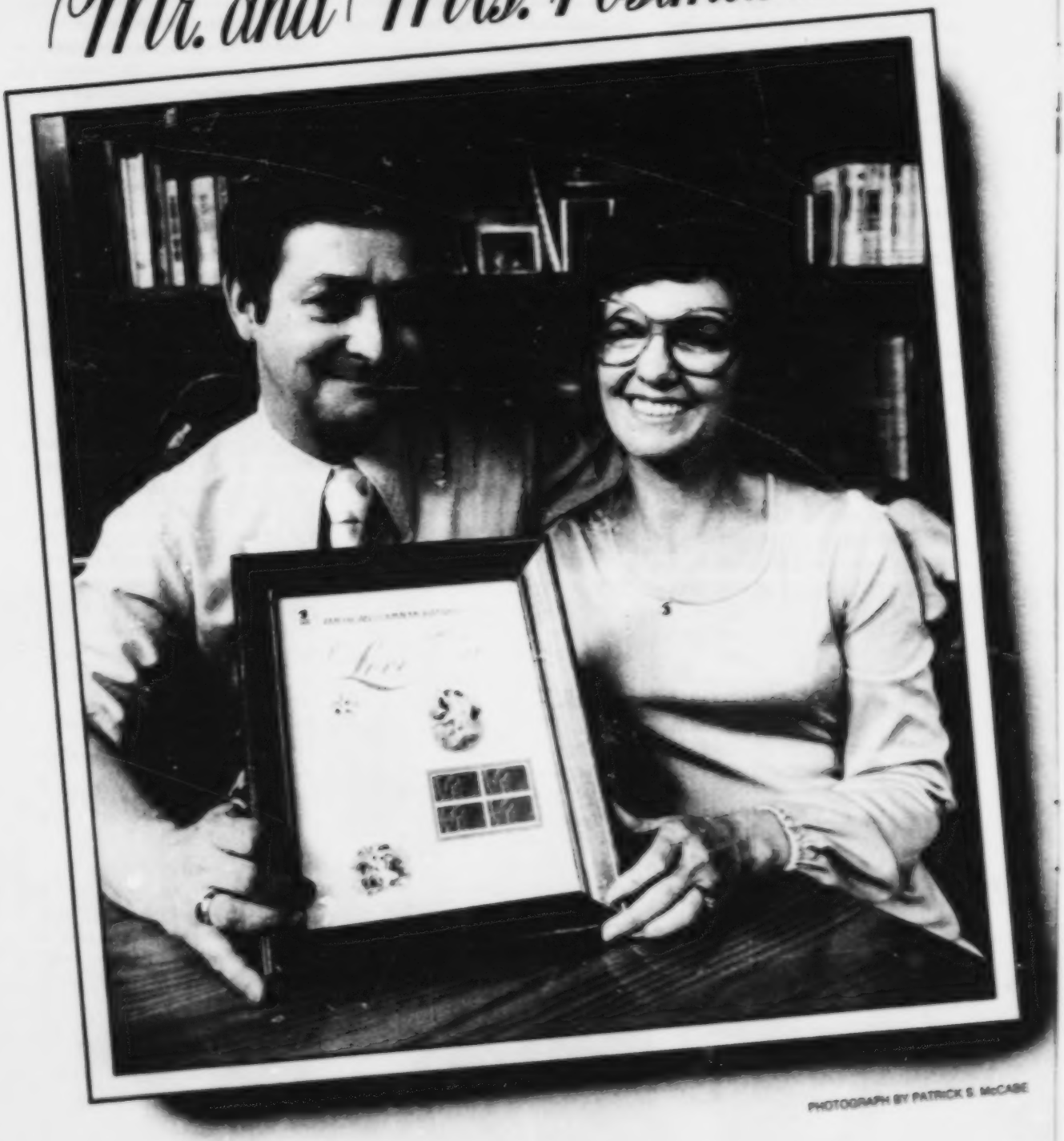
"This is no Band Aid operation today," Brown concludes. "We're proud of our work."

"There's no doubt about it," says Bloomberg. "Postmaster General Bolger has stated repeatedly that programs are only as good as the people who implement them. Safety is our first priority, Postal Service-wide.

"Here in Baltimore, our people work hard, work smart, and work safely—like the Postmaster General ordered." ■

PHOTOGRAPH BY PATRICK S. McCABE

Mr. and Mrs. Postmaster



PHOTOGRAPH BY PATRICK S. McCABE

When the Love stamp was issued several years ago, C. W. (Wayne) Widener bought a plate block, had it framed and wrote this inscription to his wife to the right of the stamps: "Tommie—I love you. Wayne."

Presenting a postal gift is nothing unusual to either of the Wideners. Both are postmasters. He heads the Blytheville, AR, Post Office; she is PM at Lake City, AR, about 30 miles away.

For the Wideners, the post office is more than just the hours spent on the job. "We talk post office 24 hours a day," she says, smiling. "All of our friends are postmasters. The phone rings at home, it's a postmaster. If Wayne has a problem in his office, he tells me about it, and I help him if I can. If I have a problem, I go to him."

When they take a vacation they visit other post offices or attend postmaster meetings and conventions.

"I keep scrapbooks of pictures taken at postmaster conventions," says Tommie, proudly displaying one from a former National Assn. of Postmasters of the United States (NAPUS) meeting in Atlanta, replete with ticket stubs and pictures taken during meeting sessions and tours of Atlanta's night-time attractions. They are both currently NAPUS area vice presidents.

The tie-in to the post office doesn't end there. One of their dogs is named Postmark.

None of their six children and two grandchildren work for the post office. The younger Wideners "sometimes think we're crazy," admits Tommie, "but Wayne and I are both proud of working for the Postal Service. We've even got T-shirts that say we're proud of it, as well as license plates on the front of our cars."

Tommie was the first Widener to become a postal employee. She was working in a general store in Twist, AR. "The lady in the post office in the store was like my second grandmother," she recalls. "She started talking about retirement and she wanted me to take her place.

"When she left, I got her job. That was in 1963, and it was a political appointment to a Fourth-Class office. An inspector checked me in at 3 p.m. I asked him when I start the job. He said, 'Eight o'clock tomorrow morning.' I said, 'I can't. I can't run this office myself. I thought you needed training.' He said, 'You can read, can't you? Study the Postal Manual.' I did. But I never stopped learning. I immediately started taking correspondence courses. I'm still taking them."

Tommie left Twist in 1972 and went to Vanndale, AR, a Third-Class office. "I was there 18 months until I got my present job," she adds.

Lake City is equivalent to a Second-Class office, with two part-time flexible clerks and two rural routes.

She's also been a training postmaster for a number of years. "I've trained about 150 postmasters," she says. "This is not a one- or two-day thing. If they have a problem, they call me direct. Almost every day I get a call from somebody. They know I've been there."

Lately, Tommie has been detailed to Jonesboro, AR, to work on delivery programs. "I always like to do new things," she says.

"Today, we have an opportunity to move—for promotions. Prior to 1971, you just stayed where you were under the old political system. I'd still be the postmaster of Twist. The merit system is the best thing we've ever had. We've got clerks and carriers now who will be sectional center managers one day who would never have had that opportunity prior to 1971.

"My goal is to get into customer services. I want to tell people how good we are in the Postal Service. I'm tired of hearing how bad we are."

Wayne got his start in the post office in 1965. "I had been making $40 a week as a parts manager and salesman in an automobile dealership. A friend of mine was a city letter carrier, and he was making $100. So, I decided to take the test."

He became a city carrier in Smackover, AR, and six years later was named postmaster.

"Wayne is a smart man," beams Tommie.

In 1973, he moved to the Jonesboro sectional center as director of support and then became director of mail processing.

In December 1976, Wayne became postmaster of Blytheville, a city of about 35,000 people. The post office has 53 employees, 17 city delivery and four rural routes.

The Wideners did not meet until shortly after he became Smackover's postmaster. And it was only natural that their initial get-together occurred at a postmasters' state convention.

"I was working in the hospitality room," says Tommie. "I love people, and if they're new to me I want to learn all about them. I don't know a postmaster I don't like." They became friends, and four years later they married.

As for the future, Wayne sees himself as a sectional center manager/postmaster or in a regional position. "I'm not adverse to moving," he adds.

Both agree that though they were not "born in a lockbox," the post office is the centerpiece of their lives. "We don't get tired of talking about the Postal Service," says Wayne. "It's a broad subject. We can talk projects, problems and solutions. We're both proud of our jobs." ■

ENERGY TIPS CON'

BE AN ENERGYWHIZ !

The Postal Service is one of this country's largest users of natural resources; thus, we are potentially one of its greatest energy savers. To accomplish Postal Service goals of energy use reduction, the Postmaster General has established energy conservation as a high priority.

To do the mammoth job ahead, we need the cooperation of all postal employees.

One way you can help is by submitting energy savings suggestions. Those who do will see their ideas moved through the approval system faster than ever and, if approved, see their suggestions put into action in a minimum of time.

A special new form, 1269-A, "Priority Handling—Energy Conservation," will be used for energy savings suggestions. It is a routing slip to be maintained with the suggestion file, and at each approval level the slip will be signed and dated by the approval authority. The total processing time will be 50 days as compared to the six to eight months that regular suggestions may take.

This new procedure recognizes the urgency of energy suggestions.

And to underscore how vital your ideas are, Postal Life has come up with a new contest this month. "ENERGY TIPS" gives you a greater chance than ever before to win a prize in a Life-sponsored contest.

In addition to five cash awards, the next 200 winners will receive a T-shirt with the slogan, "Energywhiz," emblazoned on it along with the Postal Service emblem.

"ENERGY TIPS" lists 50 items connected with energy. The object of the puzzle on the next page is to determine which item is not found in the grid. YOU MUST INDICATE WHICH ITEM OF THE 50 LISTED IS NOT IN THE GRID. The items may read forward or backward, up or down.

In addition, to win, you must include an energy tip on the back of the entry envelope. It might be "turn out lights," "remember to turn the thermostat down on a winter night," or "wear a sweater and save a degree." These tips can refer to an energy-saving idea at work or at home.

To win, then, you must use the entry form on the opposite page and

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The Winners

The Postal Life "Mail from A to Z" contest, held in conjunction with National Letter Writing Week in the January/February issue, drew nearly 27,000 entries from postal employees.

Five people won cash awards and 25 won 1979 Mint Sets of U.S. commemorative stamps. All winners were selected at random from the correct entries.

Those who entered the contest had to indicate the number of categories out of 26 listed that were not found in the "P. S. Write Soon" grid.

The answer: ZERO

First Prize ($150)
Al Tomczyk
Prospect Heights, IL
Letter carrier
Wheeling, IL

Second Prize ($100)
Lyle J. Christiansen
Morris, MN
Superintendent of postal operations
Morris, MN

Third Prize ($75)
Gary S. Reynolds
Glendale, AZ
ZMT operator
Main Post Office
Phoenix, AZ

Fourth Prize ($50)
Eileen H. Riddle
Cornettsville, KY
Postmaster
Cornettsville, KY

Fifth Prize ($25)
Jenny V. McGlothlin
Boyce, LA
Clerk
Boyce, LA

Sixth through Thirtieth:

Hilda S. Weddle, Cascade, VA; postmaster, Cascade, VA.
C. M. Hatch, Hamilton, TX; postmaster, Hamilton, TX.
Gus N. Mimikos, Secaucus, NJ; PTF clerk, North Jersey, NJ.
Ilda Molina Gonzalez, Los Angeles, CA; letter carrier, Los Angeles, CA.
Walter E. Gegner, Minneapolis, MN; letter carrier, Normandale Branch, Minneapolis, MN.
John C. Jackson, Maud, OK; letter carrier, Maud, OK.
Marilyn Sue Wallace, Isabella, MO; PTF clerk, Gainesville, MO.
Nina W. Barron, Jackson's Gap, AL; rural carrier, Jackson's Gap, AL.
Olivia B. Hale, Mojave, CA; distribution clerk, MPC, Mojave, CA.
Francis B. Reller, Grand Forks, ND; clerk, Grand Forks, ND.
Riney W. Hay, III, Wichita, KS; letter carrier, Chisolm Post Office, Wichita, KS.
Donald J. Michel, Snohomish, WA; letter carrier, Edmonds, WA.
Joseph S. Clovis, Craigmont, ID; *rural carrier, Craigmont, ID.*
Frank J. Intrieri, Jr., Stamford, CT; letter carrier, Stamford, CT.
Ralph A. Edwards, Dedham, MA; distribution clerk, Dedham, MA.
Charles E. Barker, Monroe, OH; distribution clerk, Middletown, OH.
Carol Varn, Clearwater, FL; rural carrier, Palm Harbor, FL.
Marian S. Irving, Layton, UT; PTF clerk, Salt Lake City, UT.
Angel Luis Ortiz, Carolina, PR; carrier technician, San Juan, PR.
Sammy L. Criswell, Goodlettsville, TN; LSM clerk, Nashville, TN.
Edward J. Connor, Brooklyn, NY; letter carrier, New York, NY.
Loreto Miceli, Metairie, LA; clerk, International Airport, New Orleans, LA.
Charlotte J. Wilbanks, Calvin, OK; postmaster, Calvin, OK.
Adele L. Schrupp, Vergas, MN; PTF clerk, Vergas, MN.
Arlin R. Humeyumptewa, Denver, CO; clerk, Terminal Annex, Denver, CO.

TEST

correctly indicate which item of the 50 listed is not found in the grid. In addition, you must supply an energy tip, writing it on the back of the entry envelope.

The selection of the prizes will be determined by a random drawing from the correct entries. The first correct entry drawn will be the first-prize winner; the second correct entry drawn will be the second-place winner; etc.

First prize is $150; 2nd prize is $100; 3rd prize is $75; 4th prize is $50; 5th prize is $25; and 6th through 205th prize is a T-shirt with the slogan "Energywhiz."

Entries must be postmarked before midnight, July 6, 1980, and winners' names will be published in the September-October 1980 issue of Postal Life. In addition, Postal Life will publish the winners' energy-saving tips.

RULES:

1. All Postal Service employees are eligible, except employees in Headquarters or Headquarters-related units.
2. All entrants must complete the entry coupon and write an energy tip on the back of the entry envelope.
3. All entries become the property of the U.S. Postal Service, and none can be returned or acknowledged.
4. Mail entries to: Energy Tips Contest, Room 10923, U.S. Postal Service, Washington, DC 20260. (Note: Entries addressed otherwise will be declared ineligible.)
5. Entries must be postmarked before midnight, July 6, 1980, to be eligible.

E	R	S	T	H	G	I	L	T	O	L	I	P	M	U	P	T	A	E	H	R	A	L	O	S
R	E	K	O	O	C	E	R	U	S	S	E	R	P	I	R	T	S	R	E	H	T	A	E	W
U	T	T	R	S	L	S	E	R	I	T	L	A	I	D	A	R	E	T	L	I	F	L	I	O
T	A	H	E	N	O	I	T	A	V	R	E	S	N	O	C	A	R	P	O	O	L	I	N	D
A	E	G	R	O	T	A	T	S	O	M	R	E	H	T	U	N	E	U	P	R	A	G	S	N
R	H	I	E	R	H	A	I	R	D	R	Y	E	R	E	T	S	O	R	F	E	D	H	U	I
E	C	L	T	I	E													R	F	E	T	L	W	
P	I	T	S	M	S													E	L	S	B	A	M	
M	R	H	A	A	W													E	E	E	U	T	R	
E	T	G	O	E	A													Z	C	N	L	I	O	
T	C	I	T	T	S													E	T	I	B	O	T	
H	E	N	E	S	H													R	O	L	E	N	S	
R	L	E	C	T	E													M	R	O	G	O	R	
E	E	V	U	E	R													U	O	S	N	I	O	
E	G	O	A	A	D													E	T	A	A	T	O	
W	N	E	F	M	R													L	A	G	R	A	D	
A	A	V	Y	H	Y													O	I	L	C	R	M	
Y	R	A	K	E	E													R	D	A	I	E	R	
B	S	W	A	A	R													T	A	R	R	G	O	
U	A	O	E	T	A	L	I	D	N	E	V	C	O	N	S	E	R	V	E	R	U	T	I	T
L	G	R	L	E	N	E	R	G	Y	S	L	O	O	T	R	E	W	O	P	E	T	C	R	L
B	O	C	T	A	N	E	V	O	S	A	G	N	I	K	L	U	A	C	R	S	A	E	F	A
G	N	I	N	O	I	T	I	D	N	O	C	R	I	A	T	T	I	C	F	A	N	L	E	O
R	E	M	R	E	H	S	A	W	H	S	I	D	E	H	U	M	I	D	I	F	I	E	R	C
F	U	R	N	A	C	E	C	A	L	P	E	R	I	F	L	U	O	R	E	S	C	E	N	T

AIR CONDITIONING
ATTIC FAN
CARPOOL
CAULKING
CLOTHES WASHER
COAL
CONSERVATION
DEFROSTER
DEHUMIDIFIER
DISHWASHER
ELECTRIC HEATER
ELECTRIC RANGE
FIREPLACE
FLUORESCENT
FREEZER
FURNACE
GASOLINE
GAS OVEN
GAS RANGE
HAIR DRYER
HEAT PUMP
INSULATION
LEAKY FAUCET
LIGHT BULB
MICROWAVE OVEN
NATURAL GAS
NIGHTLIGHT
OCTANE
OIL FILTER
PETROLEUM
PILOT LIGHTS
POWER TOOLS
PRESSURE COOKER
RADIAL TIRES
RADIATOR
REFLECTOR
REFRIGERATION
SOLAR HEAT
STEAM HEAT
STEAM IRON
STORM DOORS
STORM WINDOWS
TEMPERATURE
THERMOSTAT
THREE-WAY BULB
TOASTER
TUNE-UP
VENTILATION
WASHER/DRYER
WEATHER STRIP

ENERGY TIPS CONTEST ENTRY FORM

ITEM NOT LISTED IN THE GRID IS _____

NAME _____

HOME ADDRESS _____ CITY _____ STATE _____ ZIP _____

HOME TELEPHONE NO. (INCLUDE AREA CODE) _____

JOB TITLE _____ FACILITY WHERE EMPLOYED _____

Douglas Green, an Annapolis, MD, letter carrier, is "out of place . . . in this world of dehumanization, depersonalization and rampant apathy," according to two of his former customers, Mr. and Mrs. John Johnston.

BR

Customers praise pos

Some customers, once perhaps "doubting Thomases" about their postal service, have become unabashed postal boosters. And they let us know their feelings in letters.

Fred Davis of the Fred Davis Insurance Co. in Memphis, for instance, appreciates postal people. His words of praise were for Anne Cox, a claims and inquiry clerk in the Memphis Post Office.

Opening mail one morning, Cox found more than $1,000 in cash in a partial bank deposit belonging to the insurance company. The clerk called Davis' office to see if they could verify the missing deposit.

It seems that Davis had inadvertently dropped his bank deposit in the collection box along with his other mail.

The honesty of postal employees comes through on innumerable occasions.

On the afternoon of Jan. 21, 1980, Tallahassee, FL, Post Office custodian Gilbert President, while locking the front doors of the main office, discovered a wallet belonging to E. H. Richter of Cairo, GA. The wallet, lying on the copier machine in the post office lobby, contained $900 in cash.

President turned the wallet in at the main office window unit, which held it until the customer returned to claim it.

In Washington, DC, transfer clerk David L. Crawford made a lot of people at the Capital Children's Museum thankful.

Walking down a street near the museum, Crawford noticed some records that belonged to the institution lying in the street. The clerk picked them up and promptly returned them to the museum.

The executive director, in a letter of appreciation, wrote: "Had he not taken the time to do this service, we would never have recovered the records." Many of them, incidentally, were irreplaceable.

And the Western regional sales manager of American Diamond Co. wrote this letter to Joyce Pauley, Kettering, OH, station manager: "I would like to thank you for your quick response to what was a crisis situation for my firm. What would have been a costly mistake in the figure of thousands of dollars was solved quickly, efficiently and very professionally by yourself with just one phone call."

Charles King, the postmaster of Los Angeles, received a letter about Debra Thomas, a clerk in the Village Post Office on Wilshire Blvd. in L.A. The writer said he met Thomas when applying for a passport.

"Because of some unique circumstances, my application required some research into appropriate alternative procedures. Ms. Thomas took the time to help."

Helping is what postal people do well. For example, a customer in Jamaica, NY, thanked Sue Masone, a personnel assistant, for her "compassion, courtesy and consideration" in assisting her to prepare some necessary forms. The customer was too ill at the time to travel to and from the post office to transact the business in person so Masone helped her through the mail.

And customers had praise for the entire staff of the Whitneyville (CT) Branch of the New Haven Post Office for their courtesy and helpfulness, adding: "We've recently moved . . . but, gas permit-

PHOTOGRAPH BY PATRICK S. McCABE

RAVO!

al people

ting, we'll go back (to Whitneyville) for our mailing needs."

Also, in Wichita, KS, bilingual school students from Park elementary school wrote letters of appreciation to Paul Lopez and Cirilo Arteaga, who conducted a tour of the post office for the youngsters. One such letter read: "Sr. Arteaga made us understand the importance of our education, reading and writing, and addressing our letters properly so that we could keep in contact with our relatives in Mexico. Some day we want to have such an important job as his."

Meanwhile, Douglas Green, a letter carrier in Annapolis, MD, received this letter a while back from the John Johnston family:

"Everyday it seems our world becomes a little less human. Homebaked bread comes out of the freezer, recorded messages talk to us on the phone . . . just before we are put on hold for 20 minutes (then the lines go dead). Consumer complaints often fall on the (not deaf) but non-existent ears of computers, and even trips to the doctor leave us feeling more like a product on an assembly line with a bad weld. If one is to believe what the media crank out, the post office is well involved in this trend, with lost letters, shredded packages, higher rates for poorer service and rudeness.

"Mr. Green, you are out of style. You are out of place. In this world of dehumanization, depersonalization and rampant apathy, you are out of place, Mr. Green. You walk to our door, and with the same certainty that there are bills in your hand, there is a smile on your face. You go out of the way and perhaps make thinks a little more difficult for yourself in order to extend a little kindness toward others. You greet my child, remember her name and make her tender world a little brighter.

"There are numerous times, Mr. Green, that I can remember favors you have done . . . not because of any requirement, regulation or demand. You have done these favors because of who you are and the way in which you approach your job. Yet, these favors are only small tokens of the general warmth your appearance on Glenwood Street each day would bring. I am still amazed that others on Glenwood Street, as well as my family, mentioned that they missed you when you vacationed or when you were ill. I've never heard that in regard to any other postman.

"Well, we were renting that house and took an opportunity to become mortgage holders. We are quite happy in our new home. Yet, when a person moves he must often leave people he cares about. . . . My family lists you as one of those persons. . . ."

Customers thanking postal employees is nothing new. It's been going on for a long time. More than 40 years ago in Orlando, FL, a thankful local merchant and philanthropist, H. W. Metcalf, left 40 acres of lakeside property to employees of the Orlando Post Office. Located half-way between the downtown office and Disneyworld, a board composed of Orlando postal employees administers the property. They use the site for recreation and vacation activities.

Customer Metcalf's bequest was in appreciation for the fine postal service he had received throughout his life. ■

SHAPE

[illegible] do it ... [illegible] golfers. And tennis [illegible] too.

[illegible] people who are not sports enthusiasts can do it.

They can earn the Presidential Sports Award by becoming involved on a regular basis in any one of a wide variety of popular lifetime sports.

It's all part of National Fitness and Sports Week (May 3-9) sponsored by the President's Council on Physical Fitness and Sports.

"Regular participation in sports can supply the vigorous exercise and physical challenge that too often are missing from modern life," says President Carter. "Such participation is known to have a positive impact on both physical and mental health."

Forty-three qualifying sports form the backbone of the fitness program, and participants must fulfill the requirements for each sport they choose within a period of four months.

The President's Council, however, cautions prospective participants to get a thorough medical examination before undertaking any physical activity. "This is especially important for persons over 40 or for anyone who has not been physically active on a regular basis," says the Council.

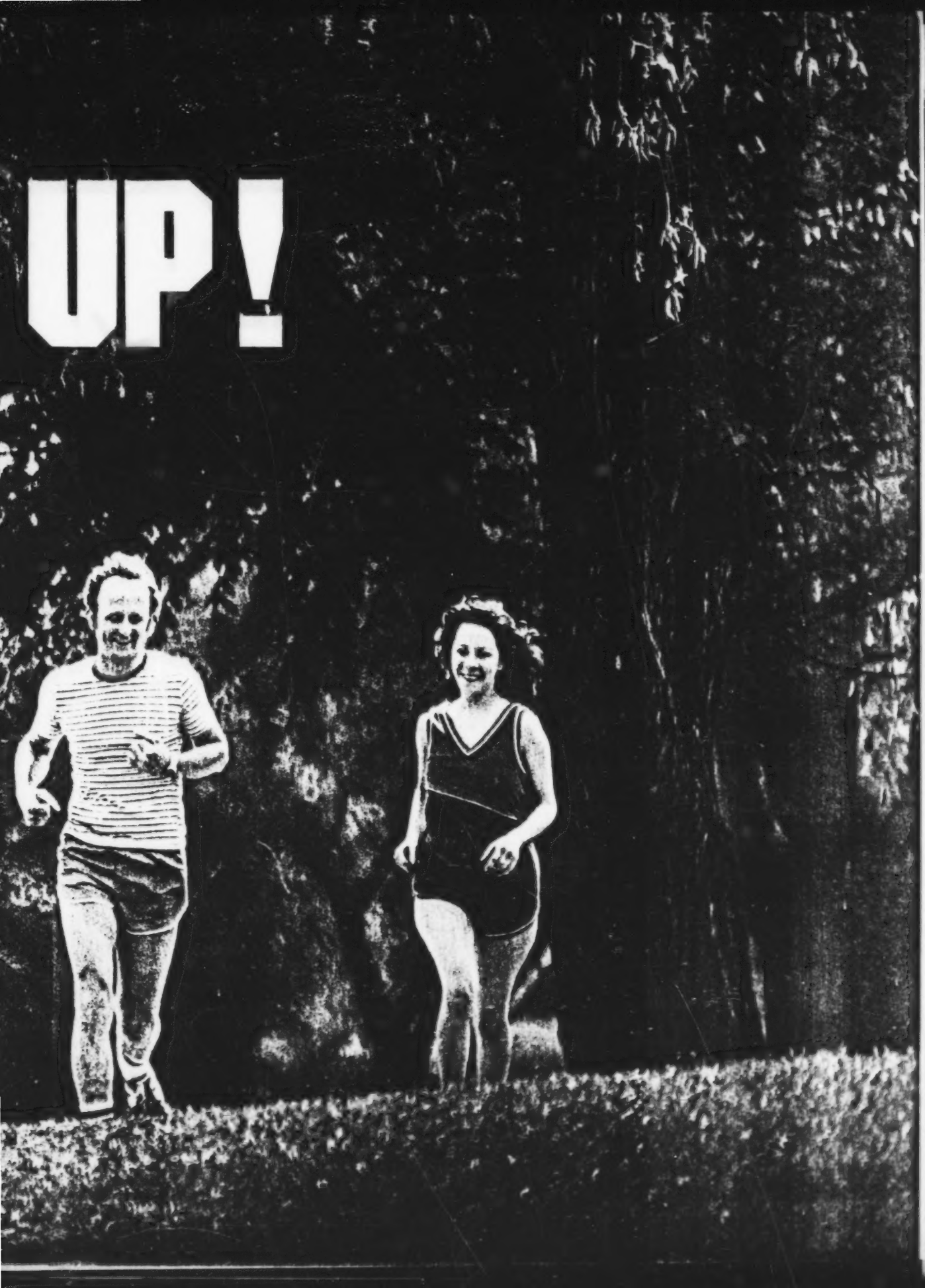
All the necessary information concerning the Presidential Sports Awards is set out in the program "Qualifying Sports Standards/ Personal Fitness Log." You can obtain a log by sending a stamped, self-addressed envelope to Presidential Sports Award, P.O. Box 5214, FDR Post Office, New York, NY 10022, select a sport (or several of them) in which you have participated or want to participate, keep a record of your activity on the log and upon fulfilling the qualifying standards, send the log with a $4 fee to the address on the log.

You will then receive a personalized Presidential Certificate of Achievement suitable for framing and a Presidential Sports Award blazer patch, lapel pin, decal and membership card signifying your accomplishment and dedication to personal fitness.

Qualifying sports include archery, back packing, badminton, baseball, basketball, bicycling, bowling, canoeing-kayaking, climbing, equitation (horseback riding), fencing, figure skating, fitness walking, football, golf, gymnastics, handball, ice skating, jogging, judo, karate, orienteering (path finding), racquetball, rifle shooting, roller skating, rowing, rugby, running, sailing, scuba-skin diving, skeet-trap shooting, skiing (Alpine), skiing (Nordic), soccer, softball, squash, swimming, table tennis, team handball, tennis, volleyball, water skiing, and weight training.

[illegible] and good sports! ■

PHOTOGRAPH BY PATRICK S. McCABE


UP!

POSTAL PERSONALITIES

Joe Jenkins

Accordion Joe" Jenkins, a window clerk in the Pullman, WA, Post Office, tried to get into the "Guinness Book of World Records" recently, but his feat was so unusual that even Guinness did not have a comparable category and could not inscribe his name.

Wearing a rhinestone outfit and ice skates, Jenkins hung upside down blindfolded from a crane 103 feet above the ground for 3 minutes and 42 seconds. He played his accordion at the same time.

In response to a letter detailing his feat, a Guinness representative said there are no "comparative figures or collated data" for similar events.

Jenkins has been playing the accordion for 29 years, and he performs in concerts, classrooms and banquets in the Pullman area. He also writes songs, and he says he has authored about 550—hymns, polkas, marches, country-rock, and slow tunes.

While he enjoys his post office job, he looks forward to one day becoming a full-time entertainer, although he doesn't have any immediate plans to repeat his record-defying stunt atop a crane. ■

He came home late that night from Chicago, "and I was in to work in the post office at 5:30 the next morning, the same as always. Everybody was surprised to see me. They expected I'd at least take a couple of days off to celebrate," says Dennis H. Carlson, a foreman of mails in the Rockford, IL, Post Office.

And Carlson had good reason to celebrate: He had just won $1 million in the Illinois state lottery.

He will receive $50,000 a year for the next 20 years, or about $35,000 a year after taxes. His postal salary is $23,000 annually.

"The money sure gives me a great feeling of security," says the 43-year-old veteran of 19 years in the post office, whose life, surprisingly, has changed little since the big night last November.

Dennis Carlson

His wife, for instance, retained her part-time job in a Rockford retail store.

The Carlsons have two children, both high school-age boys, who are still at home. "We plan to use some of the money to help our two married daughters buy homes someday," he says, "and in the meantime we have invested our winnings in stocks, certificates of deposit and tax-shelter bonds."

As for his future in the Postal Service, Carlson intends to keep on working, the same as before. ■

No one can call Eliseo Lugo Jr. a male chauvinist. Lugo is one of a handful of men who lead Girl Scout Troops, according to the Girl Scouts of the U.S.A.

Lugo, a distribution clerk for the past eight years in the White Plains, NY, Post Office, got involved as a Girl Scout leader because of his wife, Brunilda.

"I went to a meeting with her," he says, "because she wanted to become a troop leader. But she

Eliseo Lugo

had a language problem, and I asked the people there if it would be all right if a man became involved. Now, instead of me helping my wife out, as we originally planned, she's helping me."

There were some problems at first, Lugo admits. "The girls were a little shy to communicate with me freely, but with my wife's help we overcame that."

As leader, Lugo helps the youngsters assume responsibility, form their own values and learn skills that will prove useful throughout their lives. He has also arranged for the girls to attend career seminars and an aviation workshop, to train for camping trips, and to prepare a complete dinner for their parents.

The Lugos have two daughters. One is a Brownie, the other will join when she comes of age. Their son is a Cub Scout, and Lugo, not wanting to have the youngster feel left out, became cubmaster of his troop, too. ■

"I've been in this business a lifetime," says Max Urkowitz.

Urkowitz is one of the oldest foot carriers in the country. At 71 he's been carrying the mail for 52 years, the last 30 on the same route. All of those years—since June 1928—he's been at New York's Cooper Station.

"I don't know why I stood (here) that long. One day after another and then you are there a year and then another," says Urkowitz, who thinks he might turn in his mail cart for good in 1982.

"I know I'm losing money every day that I work. My wife has a cousin. He's a CPA, and he thinks I'm crazy for working. But I'm having fun. I like my job. I feel good. I like the people I work with, and I like the people I serve, and the supervisors are pretty decent.

"It's pleasant (my job); it's like eating and breathing. I feel more comfortable working than staying home.

"I've been here a lifetime, and if I had to do it over again I would have been more energetic looking for a promotion. But I have no complaints whatsoever. The post office has helped me put three children through college, and when I started if anybody ever told me I'd be making $20,000 a year now I wouldn't have believed him.

"I don't regret one minute. Fifty-two years? A day at a time. I can't believe it." ■

Max Urkowitz

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POSTMASTERS

When an employee moves, please remind that person to fill out PS form 1216 (Employee's Current Mailing Address) and to submit it to the personnel office in the post office where he works, making certain the employee's Social Security Number and the office's finance number are included. Do not send change of address to Postal Life.

There's a lot to be said for the postage rate proposal

Now that the Postal Service has filed for new postage rates—to go into effect sometime in early 1981—you'll likely be getting many questions from postal customers and your family and friends.

Under the proposal, which the independent Postal Rate Commission is now considering, First-Class postage rates would rise to 20 cents for the first ounce and 17 cents for each additional ounce. Rates in other classes of mail would also be adjusted.

To help you answer some of the questions about the new rate package, Postmaster General William F. Bolger offers the following information:

While you cannot be an expert on all the details of this highly complex case—and shouldn't try to be!—there are a number of general points you can and should make when the subject comes up.

Here, in summary fashion, are the highlights you should stress:

1. There will be *no* rate increase this year. Because of the Postal Rate Commission's lengthy review process involved, new rates will not go into effect until February or March of next year.

2. This means that, despite rampaging inflation, we will have gone from 1978 to 1981 with the same rates—an excellent record.

3. Our productivity record and our surplus made this achievement possible.

4. We wish we didn't have to raise rates at all. We recognize it hurts us—as well as most ratepayers. But the plain fact is that, given inflation and the requirements of our law, we have no choice.

5. Had it not been for the high rate of inflation, we could have held off even longer.

6. The chief inflationary impact has come through craft Cost-of-Living Allowance (COLA) and rising fuel prices—factors essentially beyond our control.

7. We will do everything in our power, once the new rates are implemented, to avoid having to raise them again for at least another 2½ years. Our ability to hold the line will depend largely on the future course of inflation.

8. If we had not set such an ambitious productivity goal for ourselves, we would have had to file for a 22-cent stamp.

9. While the package represents a 28% average increase overall, don't forget these rates will apply for a multi-year period. Unlike companies in the private sector, we can't raise the cost of our "product" every few months—and we don't want to.

10. Business mailers should be made aware of the major incentives to presort and the extremely reasonable rates proposed throughout the package.

11. Consumers should recognize that higher postage rates for business would have meant they would have to pay higher subscription rates, utility bills and so on.

12. They should also be told about the "holiday mail" discount planned for 1981 (without forgetting that during Christmas season 1980 the rate will still be 15 cents).

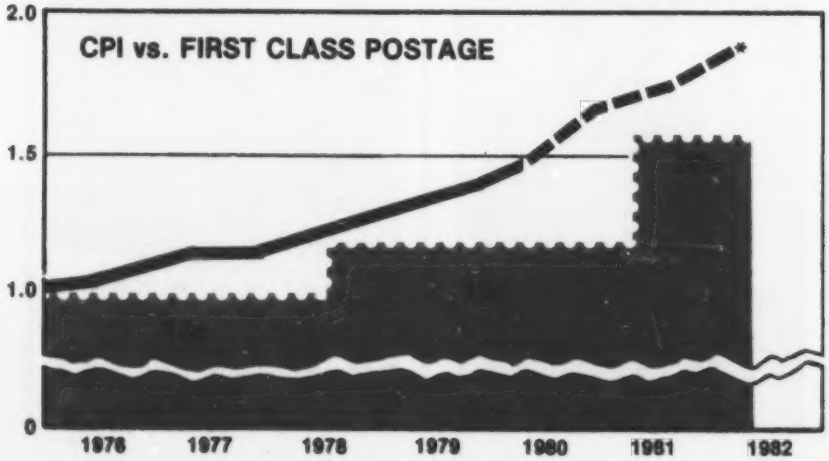
13. The new rate case has nothing to do with the issue of Saturday delivery. The proposal to cut our federal appropriation arose in Congress and with the Administration and is still unresolved. The rate filing assumes we will get the appropriation, as scheduled.

14. Finally, we should let it be known that U.S. postage rates are today the lowest in the world and that, when the new rates take over, they are likely to still be the lowest.

In short, this rate package is fair and responsible. If approved, it will enable us to continue our growth and to remain well-equipped to handle the nation's mail needs.

I hope you will carry this message to all postal customers and to your family and friends in a positive way.

—William F. Bolger



*Consumer price index from Dec. 31, 1975, when first class postage increased to 13c, with projected growth through March 1982 based on CPI forecast from Data Resources, Inc., April 1980.

WE NEED YOUR HELP!

Postal Life reader survey

Postal Life is written by, for, and about Postal Service employees to inform you and your families of major new programs which will affect your job. Also, we hope the human interest stories provide more of a common bond for each of us as postal employees to understand each other better. IT'S *YOUR* MAGAZINE. And this is your opportunity to make sure that upcoming issues provide news and information of interest and importance to you.

Please take a couple of minutes to indicate your thoughts on this brief questionnaire and return it to us (it's a self-mailer). Be honest, frank, blunt. Your answers will help us make future issues more readable and interesting. *(Please note: Ignore the numbers by the boxes; they are for computer tabulation.)*

Postal Life should devote more, the same or less space to articles on:

(Check one box on each line)

	MORE SPACE	SAME SPACE	LESS SPACE	CC
Professional Development and Training	1 ☐	2 ☐	3 ☐	1
Service	1 ☐	2 ☐	3 ☐	2
Safety	1 ☐	2 ☐	3 ☐	3
Alternative Delivery Service	1 ☐	2 ☐	3 ☐	4
Electronic Communications	1 ☐	2 ☐	3 ☐	5
USPS Finances	1 ☐	2 ☐	3 ☐	6
Productivity	1 ☐	2 ☐	3 ☐	7
Mechanization	1 ☐	2 ☐	3 ☐	8
Employees' Hobbies	1 ☐	2 ☐	3 ☐	9
Employees' Involvement in Their Communities	1 ☐	2 ☐	3 ☐	10
Sports	1 ☐	2 ☐	3 ☐	11
Photographs and Illustrations	1 ☐	2 ☐	3 ☐	12
Humor	1 ☐	2 ☐	3 ☐	13
Benefits and Retirement	1 ☐	2 ☐	3 ☐	14
Contests	1 ☐	2 ☐	3 ☐	15

I generally prefer to see in Postal Life articles about:

People 1 ☐ Issues 2 ☐ Events 3 ☐ 16

I feel the stories in Postal Life have:

Too little detail 1 ☐ Too much detail 2 ☐ Just right 3 ☐ 17

To answer the next three questions, COPY PAGE NUMBER from table of CONTENTS on BACK COVER.

	PAGE
The FIRST article I read in this issue was	____ 18 - 19
The MOST interesting article I read was	____ 20 - 21
The LEAST interesting article I read was	____ 22 - 23

Below, check the box which is your answer.

I read Postal Life:

Always 1 ☐ Sometimes 2 ☐ Seldom 3 ☐ CC 24

Of the information about the Postal Service that is important to me, I feel I get from Postal Life:

Little 1 ☐ Less than half 2 ☐ More than half 3 ☐ Most 4 ☐ CC 25

Do you think Postal Life should be published on a monthly basis?

Yes 1 ☐ No 2 ☐ CC 26

Overall, I think Postal Life is:

Excellent 1 ☐ Good 2 ☐ Marginal 3 ☐ CC 27

We *do not* need to know your name. However, we would like to know some things about you.

I have worked for the Postal Service for:

Under 5 Years 1 ☐ 6-15 Years 2 ☐ 16-30 Years 3 ☐ Over 30 Years 4 ☐ CC 28

My age is:

Under 25 ☐ 1 | 26-35 ☐ 2 | 36-45 ☐ 3 | 46-55 ☐ 4 | Over 55 ☐ 5 — CC 29

I am Female 1 ☐ Male 2 ☐ — CC 30

The area I live and work in could be described as:

Rural 1 ☐ Small City 2 ☐ Large Metropolitan Area 3 ☐ — CC 31

Generally, I am: Satisfied with my job 1 ☐ Dissatisfied with my job 2 ☐ — CC 32

My job is best described in this list by number

(Write number here) ____ 33 - 34

01 City Carrier (Regular or Sub)
02 Clerk (Window, Distribution, Etc.)
03 Driver
04 EAS (All job series)
05 Health/Nursing
06 Mail Handler
07 Non City Delivery Postmaster
08 PCES
10 PDC/ADPC (Bargaining)
11 Rural Carrier (Regular or Sub)
12 Security
13 Supply
99 All other

My grade level is: *(Write number here)* ____ 35 - 36

Comments

Now that you have filled in the questionnaire, please CUT OUT on the DOTTED LINE. Then FOLD ON LINES and tape at bottom. Be sure ADDRESS is on OUTSIDE. No stamp needed. Thank you for helping us.

FIRST FOLD

SECOND FOLD HERE

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ROOM 10923
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KEEPING POSTED

Postmaster applicants and newly-appointed postmasters are deluging Headquarters with requests for exception from the residency requirement. The requirement states that the individual must live within the delivery limits of the post office to which appointed or move there within one year of his or her appointment. To request an exception, the Postmaster General reminds you that you *must have been appointed as postmaster* prior to submitting it, that the request must clearly state the reasons for asking for the exception, and that the request must be submitted to the MSC manager/postmaster who recommends approval or disapproval with accompanying justification to the Regional PMG and, in turn, the RPMG makes the necessary recommendation to the Postmaster General. "There are legitimate reasons for requesting an exception," PMG William F. Bolger says, "and I feel we are being reasonable in considering these requests. One of our primary purposes in the Postal Service is to get the best qualified person for the job, and I sincerely hope that every employee who meets the requirements of a particular postmaster vacancy and desires to assume increased responsibility will not allow the residency requirements to deter his or her career aspirations or deny us the best possible management team."

The National Guard and Reserve received a boost from the Postal Service recently when Postmaster General William F. Bolger signed a statement of support. The proclamation Bolger signed states: "Our employees' job and career opportunities will not be limited or reduced because of their service in the Guard or Reserve (and) our employees will be granted leaves of absence for military training in the Guard or Reserve without sacrifice of vacation time."

In an effort to intensify national emphasis on the safety and health of postal employees, USPS has established an Office of Safety and Health. The office reports directly to the Assistant Postmaster General for Employee Relations, the designated USPS safety and health official.

In many places, the post office is the public's only contact with the federal government. Elsewhere, Americans often go to their local post office with questions that are more properly within the province of other federal agencies. Recognizing the importance of the post office as an information center, the Postal Service recently participated with the U.S. Office of Consumer Affairs in publishing "Consumer's Resource Handbook," which aims at answering consumers' questions when they have problems with goods and services inside and outside of government.

The Postal Service and the Department of Defense have signed a new military postal agreement—the first since 1959—aimed at improving military postal service at home and abroad. Among other things, the pact expands from three to six the number of military mail processing centers in the U.S., and it limits the sorting of overseas military mail to the five-digit ZIP Code level. As a result of the agreement, two extensive surveys to learn more about current mail handling practices on U.S. and foreign bases will be undertaken. Final reports are due in April 1981.

The Consumer Service Card, introduced in 1975, has been modified to allow faster completion by employees and to provide a file copy for the recording post office. The new green three-part card has additional space for recording essential facts and carbon paper providing better copies. Postal employees should use it to record all complaints. Sometime this summer a new yellow four-part card will replace the old two-part card customers now use to record complaints, suggestions, and compliments. The four-part card will provide the customer with a copy, as well as the post office and Headquarters.

Those metal identification badges worn by some letter carriers, special delivery messengers and motor vehicle service drivers are going the way of the nickle cigar, convertible cars, and the milkman. They're being phased out in favor of plastic photo identification cards.

In line with President Carter's decision that the United States will not participate in the Summer Olympics in Moscow, the Postal Service has suspended sales of its Summer Olympic postage stamps, postal stationery items and philatelic products. All promotional posters concerning these items have also been removed from postal facilities. "Should there be a change in the situation (involving the Summer Games) at some future date, we will reassess our position," says Postmaster General William F. Bolger. "Until then, the materials commemorating the Summer Olympics will be held in storage." The PMG stressed that while the decision may inconvenience some stamp dealers and collectors, support of national policy takes precedence.

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2 **FRAUD SQUAD**
Inventive minds keep coming up with schemes to bilk the unsuspecting, but the Postal Inspection Service's 18 fraud specialists are successfully fighting back.

5 **COMP COPS AND ROBBERS**
Some of your co-workers are stealing your money, but 358 people in the 154 largest postal installations are working hard to stop the thefts.

7 **A GIANT STEP TO SAVE ENERGY**
It's being taken by demotorizing carrier routes.

8 **THERE'S MORE IN BALTIMORE**
The city that gave us last year's American League baseball champions has chalked up another national title.

10 **MR. AND MRS. POSTMASTER**
Although they weren't "born in a lockbox," this husband and wife team has ties to the post office even their children don't believe.

12 **ENERGY TIPS CONTEST: BE AN ENERGYWHIZ**
Okay, all you puzzleniks, here's something new to sink your pen or pencil into. Limber up those minds and win some money or a special T-shirt.

14 **BRAVO!**
Kudos for postal people from perhaps the most important people in their lives—their customers.

16 **SHAPE UP!**
Jog, tee off, hit the ball, row, jump, ride, etc., and get an award for it.

18 **POSTAL PERSONALITIES**

20 **THERE'S A LOT TO BE SAID FOR THE POSTAGE RATE PROPOSAL**
PMG Bolger offers some information explaining the new postage rates.

21 **WE NEED YOUR HELP**
Here's your chance to tell us what you think about Postal Life.

23 **KEEPING POSTED**

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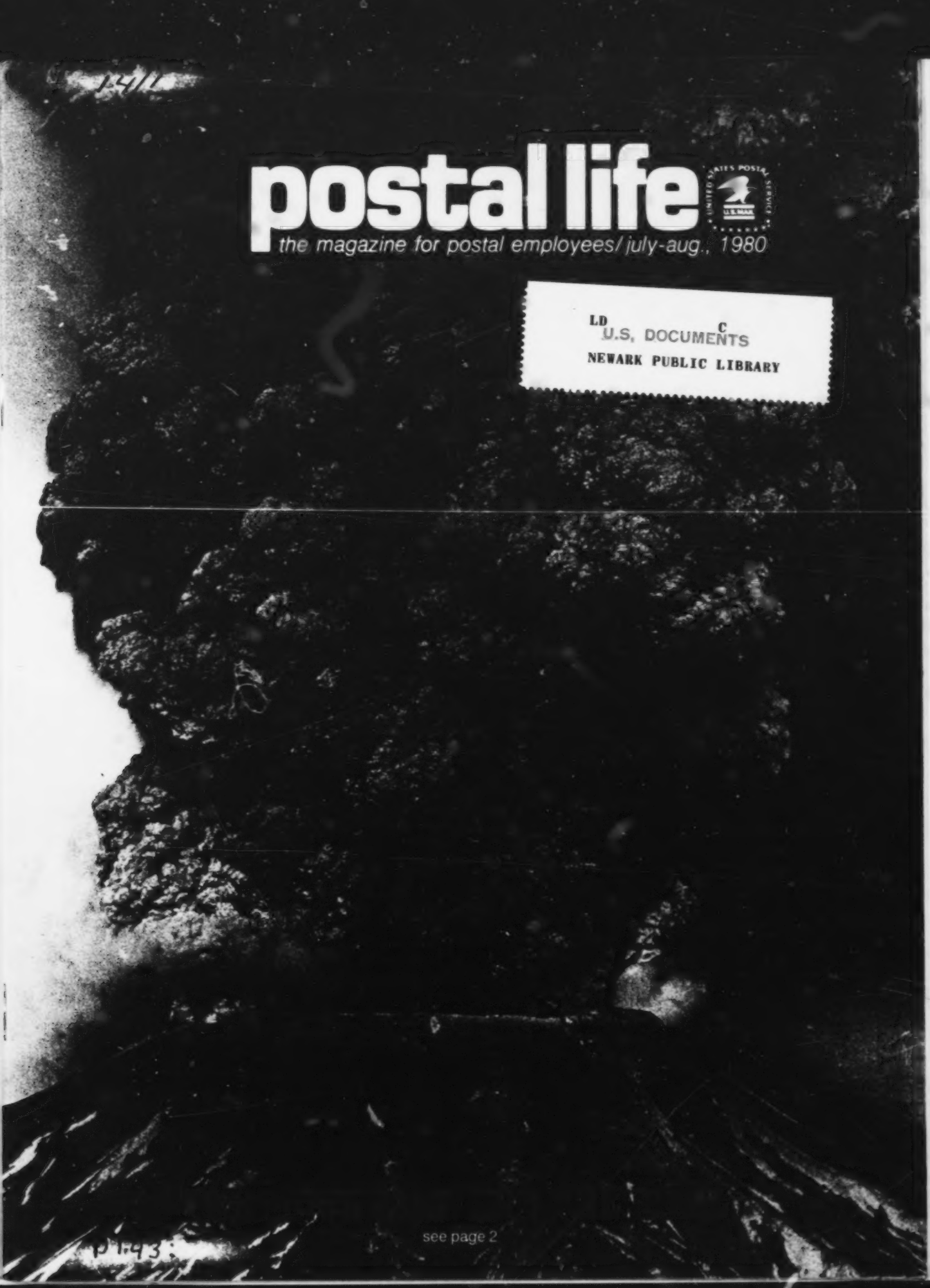

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AS THE DUST SETTLES

It was the first time in his 31 years as a carrier that the Yakima, WA, Post Office had to close. It was the day after Mount St. Helens, 85 miles southwest of the city, had blown its top.

"I was planning to go in to work," recalls city carrier Bob Nowlin, "but then I heard on the radio that we were closed."

The post office, like most of the businesses in the city of 52,000 people, was closed, although the post office was shut down for window and delivery operations only.

After the big bang of Sunday, May 18, it rained an inch or more of ash on the city—up to seven inches elsewhere in the Yakima sectional center.

"It looked like you would expect the surface of the moon to look," remembers Larry Brule, another carrier.

But for Mollie Lee, a mail classifications clerk, that Monday was another work day because someone had to handle the expected torrent of telephone calls. "I usually handle customer inquiries," Lee says, "and that day we had a lot of them. A lot of people wanted to know if we were going to be open even though most of them figured we wouldn't be.

Carriers in the path of the ash fallout from Mount St. Helens' eruptions donned protective surgical masks as they continued on their appointed rounds.

PHOTOGRAPH BY PATRICK S. McCABE

In the wake of Mount St. Helens' eruption May 18, the Toutle, WA, area was hit by flash flooding, resulting in up to four feet of mud in some places.
(Associated Press Laserphoto)

"But there were a lot of calls from people in the rural areas voicing concern for their carriers. They didn't want their mail delivered because it was too dangerous where they lived."

When Mount St. Helens blew that Sunday, Tom Kilbury, Yakima's director of mail processing, was cutting wood for his fireplace. He was in the mountains, 60 miles northwest of the city.

"We were out of radio contact," he says, "and we noticed some fine white ash fall, but we didn't think much of it, or why it was suddenly so cloudy and looked like it was going to rain.

"On the way back down to the main highway, there was a lot of dust. It started to get pitch black—like midnight. It was about 1 p.m.

"When we got to Yakima, it was dark. It was to stay dark for 20 hours. It was like going through a solar eclipse, but real dusty. There was an inch of ash on everything, and it was slow moving."

Realizing that Mount St. Helens, which had been threatening to explode since March, had finally erupted, Kilbury decided he better get over to the post office, even though Sunday was his day off. The officer-in-charge, Mary Brown, he knew was back in Long Beach, CA. (She could not make it back until later that week because of transportation problems.) And Jack Schugart, the director of customer services, was back in Washington, DC, on business.

Most of Yakima's mail comes by truck and plane from Seattle. "The truck had been on time earlier on Sunday," says Kilbury, "and the flight had arrived in the morning as expected, but we didn't know then that would be the last flight to

continued

come in for nine days."

Star routes were temporarily halted and the Seattle truck had to be rerouted, adding 150 miles on to the normal 180-mile trip, but the first van did not arrive in Yakima until Tuesday.

Kilbury and Mike Ferri, the director of support, took inventory of the situation.

"We had updated our contingency plans just a week earlier, sending them out to our associate offices," says Ferri, "but a volcano eruption was something we had never really figured on."

Yakima has 100 associate offices. Most of them were able to operate, although the mail supply was limited. Connell, WA, a second-class office, closed for three days. Pasco, a first-class office 80 miles southeast of Yakima, continued to have problems with its multi-position letter sorting machine because people were mailing ash in flimsy envelopes as souvenirs for friends and relatives.

Mollie Lee that Monday, following Mount St. Helens' tantrum, kept telling people who asked to put the ash in a sealed plastic rather than paper container so that the packets would not jam postal machinery.

Yakima, with its six single-position letter sorting machines, didn't have any equipment problems, and Walter Rippee, superintendent of delivery and collections, came up with an idea that literally saved the postal vehicle fleet.

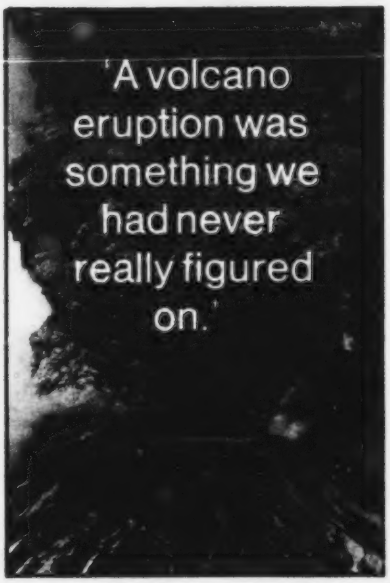
The ash played havoc with all types of cars and trucks, clogging air filters in particular, and disabling scores of vehicles.

"We spent about $13 for foam rubber and lightweight oil," says Kilbury, "and tearing the foam into strips and soaking them in the oil, we wrapped them around the air filters. The result was no clogged engines, and our jeeps and trucks worked without a hitch."

Carriers began delivering mail on Tuesday—just 48 hours after the mountain's big bang. They wore surgical masks, purchased from a local supply store, as protection.

"Customers couldn't believe we were out there when they saw us," says Bob Nowlin. "They didn't figure we'd be running."

Larry Brule continued to deliver to his business customers, although most of them were closed all week. "We wore old clothes so we wouldn't ruin what we had," he adds.



Brule has been a carrier for three years. He and his wife, Carla, were camping at a lake about 45 miles west of Yakima when the mountain convulsed. "We were eating breakfast," he recalls, "when I saw the darkest cloud coming our way. I thought we were in for a heck of a thunderstorm. I had never heard thunder last that long. It was freaky. I stuck my hand out the door and caught ash as it started coming down. I realized what had happened."

On the way down to the main road, the car in front of the Brules went into the river and flipped over. Brule and others helped rescue the lone occupant. She was unhurt.

Meanwhile, closer to the volcano, a number of postal facilities —such as Cougar, Toutle and Silver Lake—were evacuated. Their mail collection points were adjusted. Toutle and Silver Lake mail was available at Castle Rock; Cougar's was available at Woodland, WA.

For about two months, Washington and Oregon residents had anticipated the mountain blowing its top. Before the eruption, Cougar Postmaster Alice Thomas had set up a "Volcano Mail" pick-up service for some 30 customers in her area.

Judy Whitmire, the contract mail carrier who normally worked from Woodland through Cougar and delivered to those who lived at the foot of the mountain, had her problems, too. "My route was shortened when the U. S. Forest Service and some families were evacuated and the roads were blockaded," she says.

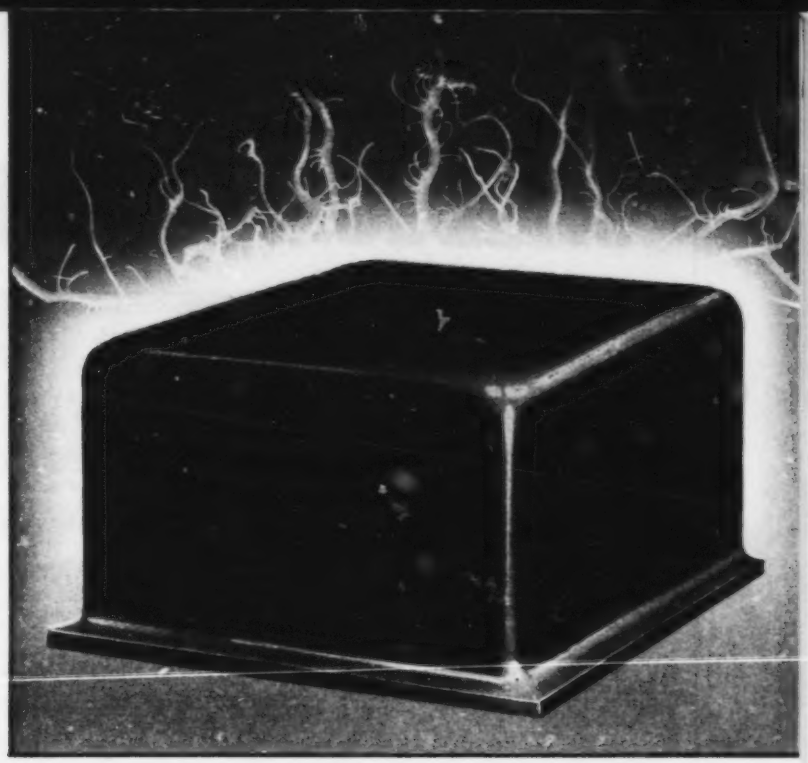
Cooper, Whitmire and Toutle Postmaster Beverly Rainboth received citations for coverage prior to and during Mount St. Helens' wrath. Portland, OR, Postmaster Benjamin W. Luscher cited them for their service to their customers until the evacuation orders were posted. Babysitting a rumbling mountain had to be above and beyond the call of duty.

Although Mount St. Helens continues to boil and bubble (there was a second major explosion a week after the first and a third on June 12), operations for the most part have returned to normal in most of the affected areas.

"Presently," says Yakima's Tom Kilbury, "it's just so normal it kind of scares you." ■

Watts in the box

Suggestions that pay



It's just a little black box measuring 12x12x6 inches, but, oh, the energy it can save.

The brainchild of Guy C. Dempsey, an engineer in the Mail Processing Dept. in Washington, DC, Headquarters, the black box can save as much as 10% a year of a mechanized post office's electric bill.

The $300 electronic module—which contains relays and timers—stops and starts conveyor belts that transport trays of mail, sacks and parcels.

"It permits a conveyor to run only when a tray, sack or parcel is on it, and once the item reaches its destination the module turns off the conveyor automatically," explains Dempsey. In many cases, these belts now run continuously, even when there is nothing on them.

Nationally, the Postal Service has about 12,000 sack and parcel conveyors, with some larger facilities having as many as 300. At a highly mechanized facility, power costs average more than $50,000 a month, with conveyors accounting for about 15% of that amount. "Annual savings using my electronic module could run about $60,000 for such a facility," adds Dempsey.

The engineer submitted his idea, through channels, to the employee suggestion people in Washington. Testing proved his estimates correct. Now, the electronic unit is scheduled for installation at selected general mail processing facilities this year, and Dempsey is $960 richer for his idea.

Because energy conservation is so vital, Headquarters has come up with a new form—1269A, Special Energy Conservation Suggestion Routing Slip—to speed your ideas through the suggestion mill.

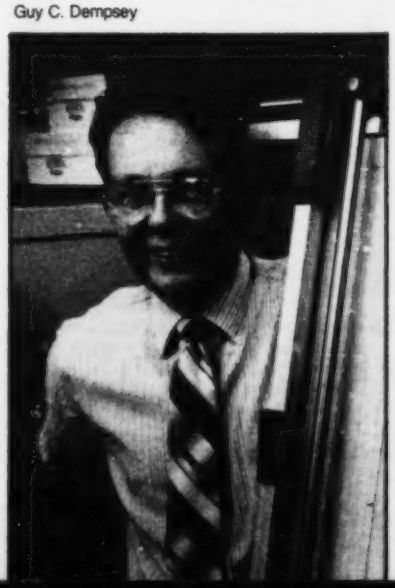
Each approving level in the process has a maximum of 10 days to review and either approve or disapprove the suggestion. By processing the suggestions to completion within the maximum time allowed of 50 days, the Postal Service will be able to capture the most savings and promptly reward employees for their contribution.

For instance, Richard N. Norrman, general mechanic, Portsmouth, NH, received $1,062.50 for his suggestion. It involves the use of automatic flue dampers for natural gas and oil furnaces. Total annual potential saving to the Postal Service is an estimated $72,500.

Meanwhile, Guy Dempsey, referring to his invention, says, "I've been thinking about similar controls for a long time, but until energy prices went out of sight, I didn't feel my idea had a chance to fly.

"I have at least half a dozen concepts that I haven't had time to develop, but the pressing need for energy conservation will undoubtedly get me back to the drawing board." ■

Guy C. Dempsey



PHOTOGRAPH BY PATRICK S. McCABE

NATIONAL LETTER WRITI

You. Your friends. Neighbors. Relatives. Youngsters. The famous and the not so well-known. All reacted to the Postal Service's sponsorship earlier this year of National Letter Writing Week.

And, now the Postal Service is preparing NLWW II. As the date for the 1981 event nears, there'll be more details in the pages of Postal Life and elsewhere. In the meantime, what happened this year (Feb. 24-March 1) deserves a second look.

Perhaps one of the most poignant letters reprinted under one of the themes of National Letter Writing Week appeared in *Scholastic News Explorer*. The letter was sent to a fourth-grade class.

"Dear Mrs. Mackney: I am one of the approximately 65 American citizen members of the U.S. Embassy staff at Tehran, Iran who have been hostages since November 4, 1979 of Iranian Revolutionary students. I was given the envelope containing the Christmas greetings from the boys and girls in your 4th grade class and I want to thank all of you for your kindness and thoughtfulness. I received your greetings on Christmas Eve which I shared with two other hostages who are with me in one room and it helped to make a sad Christmas for us a little brighter and more hopeful. The messages from your students were very sweet and I have re-read them many times. Again. Many, many thanks for your thoughts and prayers in our

> 'Nothing . . . can beat the permanence and personal attention implicit in every letter.'
>
> —*Arthur Ashe, retired tennis star*

Letter writing got a big play in newspapers across the country during NLWW. Columnists wrote articles, and newspaper reporters wrote stories about various aspects of letter writing based on a wealth of material local post offices often made available.

Jim Klobuchar

It is so much sweeter by mail

To whom it may concern: Write

People And Places

Marcia Levin

Try Using Your Fingers For Writing Not Dialing

Don't phone — write!

By Jenkin Lloyd Jones

Lewis Grizzard

Put Down That Phone And Write

'Gonna Sit Right Down and Write...'

By DON SHOEMAKER

Keeping posted

You can't hang up on a letter

NG WEEK POSTSCRIPTS

behalf. We pray too that this terrible situation will end soon. Sincerely, Robert C. Ode."

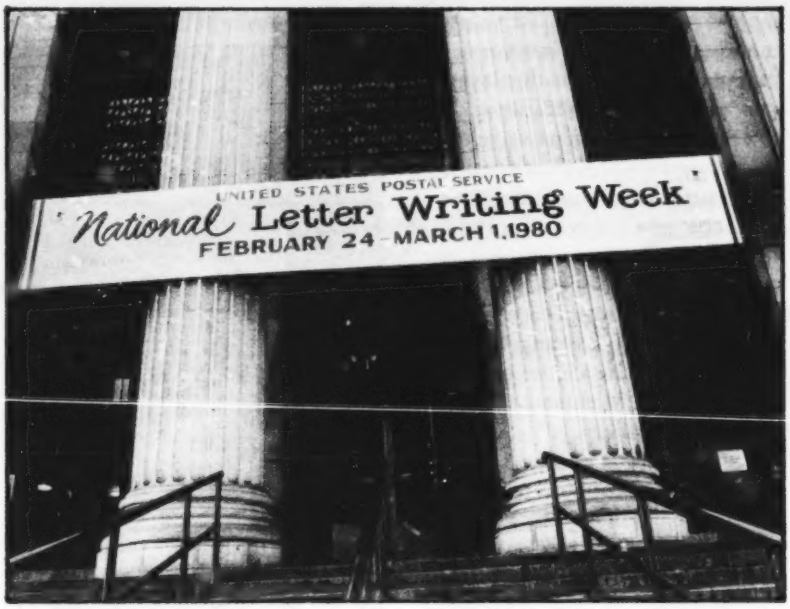
The NLWW themes were: Letters lift spirits, letters shape opinions, and letters preserve memories.

There were many promotions during NLWW, such as bumper stickers; billboards; post office tours; special presentations in

continued

'When I get a letter, I feel very special.'

—From a youngster's entry in a library-sponsored contest on writing letters

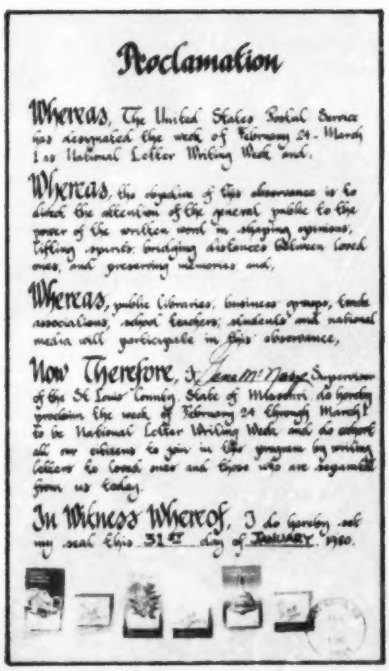


Post offices—big and small—took special pains to promote NLWW. This banner hung at the entrance to the General Post Office (GPO) in New York City.

Owe A Friend A Letter?
We'll Send it Free!
We're celebrating National Letter Writing Week — February 24 to March 1. With every Hallmark writing papers purchase, we'll give you a 15¢ stamp! Offer good through March 1.
Hallmark stationery gives letters a lift! Use it to drop a friend a line — on us!
© 1979 Hallmark Cards, Inc.
YOUR STORE NAME
Hallmark

Hallmark Cards provided an incentive for letter writers by offering a free 15-cent stamp with the purchase of Hallmark writing papers.

Many magazines ran stories on NLWW—such as this "Letters Are Better" article that appeared in the February 1980 issue of *Nation's Business* which is mailed to 1,250,000 local businessmen.



Proclamation

Whereas, The United States Postal Service has designated the week of February 24 - March 1 as National Letter Writing Week and,

Whereas, the purpose of this observance is to direct the attention of the general public to the power of the written word in shaping opinions, lifting spirits, bridging distances between loved ones, and preserving memories and,

Whereas, public libraries, business groups, trade associations, school teachers, students and national media will participate in this observance,

Now Therefore, I, [illegible] Supervisor of the St. Louis County State of Missouri, do hereby proclaim the week of February 24 through March 1 to be National Letter Writing Week and do exhort all our citizens to join in the program by writing letters to loved ones and those who are separated from us today.

In Witness Whereof, I do hereunto set my seal this 31st day of January 1980.

Local post offices got governors, mayors and county executives to support National Letter Writing Week by issuing proclamations such as the one above signed by Gene McNary, supervisor of St. Louis County, MO.

READEX FICHE

schools and elsewhere by postal employees; a special issue of "Stamp Fun" aimed at 40,000 Benjamin Franklin Stamp Clubs; promotional tie-ins with business organizations; posters displayed in post office lobbies, libraries and elsewhere; stories in newspapers and magazines as well as special segments on radio and television. But, most of all, there were the letters.

The Oyster Bay-East Norwich, NY, library and post offices sponsored a contest for youngsters. They had to write a letter based on the theme, "Writing Letters Is Important Because . . ."

". . . if your phone goes out of order you can write a letter instead of using the phone."

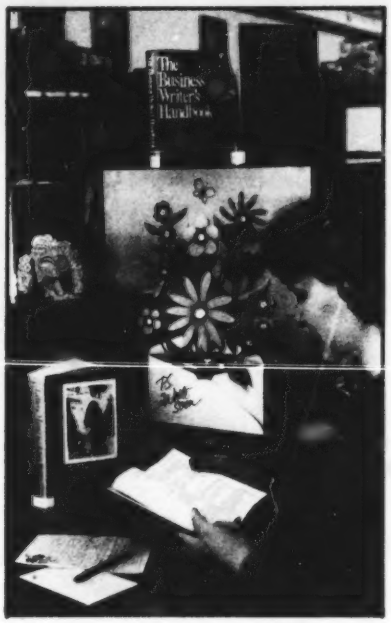
"You can save letters but you can't save phone calls. When I get a letter, I feel very special."

"If you stay on the phone too long, the phone bill goes up, but you can write all you want in a letter."

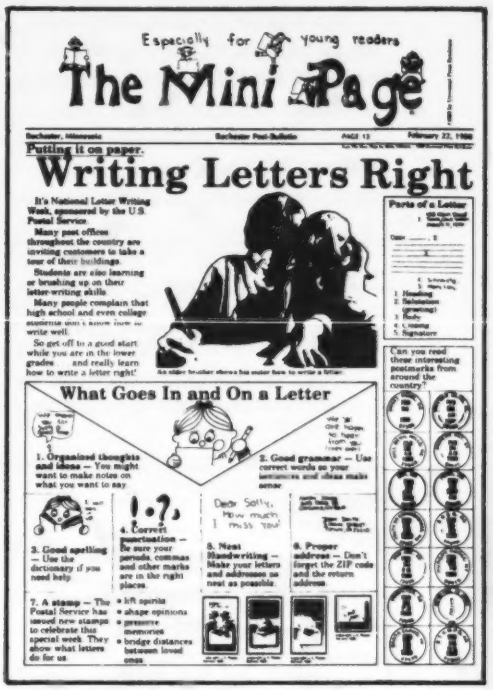
These are some of the excerpts from the children's responses.

And Postmaster General William F. Bolger received this witty note from famed newspaper and magazine columnist George Will:

"The letter I most enjoyed recently was from a reader of my column. He informed me, with



Libraries were a special place. Postal Service-provided posters heralded NLWW, and many libraries had special displays of books dealing with letters.


Especially for young readers

The Mini Page

Putting it on paper.

Writing Letters Right

It's National Letter Writing Week, sponsored by the U.S. Postal Service.

Many post offices throughout the country are inviting customers to take a tour of their buildings.

Students are also learning or brushing up on their letter-writing skills.

Many people complain that high school and even college students don't know how to write well.

So get off to a good start while you are in the lower grades . . . and really learn how to write a letter right!

Parts of a Letter

What Goes In and On a Letter

1. Organized thoughts and ideas — You might want to make notes on what you want to say.

2. Good grammar — Use correct words in your sentences and ideas make sense.

3. Good spelling — Use the dictionary if you need help.

4. Correct punctuation — Be sure your periods, commas and other marks are in the right places.

5. Neat Handwriting — Make your letters and addresses as neat as possible.

6. Proper address — Don't forget the ZIP code and the return address.

7. A stamp — The Postal Service has issued new stamps to celebrate that special week. They show what letters do for us.

- lift spirits
- shape opinions
- preserve memories
- bridge distances between loved ones.

Can you read these interesting postmarks from around the country?

"The Mini Page," which appears in more than 450 newspapers, carried this special issue on letter writing for elementary and pre-school children, reaching an estimated 30 million readers.

Local postmasters—such as James Guyot in Nokomis, IL, and Joy Burdzilauskas in Ohlman, IL, presented award winning ribbons to youngsters who participated in NLWW contests.

Present Awards In Letter Writing Contest

Monday, April 7, Nokomis naster James Guyot and ian Postmaster Joy Burd- ...ribbons presented award

Students at North School winning awards in the National Letter Writing contest are pictured, left to right, front row, ... Gregg Porter, Paul

second row, Lisa Johnson, Kathy Sklenar, Shana Cole and Missy Brown; back row, James Rupert, principal, James Guyot, Nokomis postmaster, and Joy Burd- ... postmaster.

NLWW provided an incentive for youngsters to visit their local post office to learn how the mail goes through.

...w the Mail Is Handled . . .

...y letter Joannie Steele is shown mailing here in ...tives.

...many post offices will offer special guided tours to school ... postmaster conducting the ...

great dignity and feeling, that I reminded him of a kid in his third grade class, a kid he had always wanted to punch in the nose.

"The letter writer's prose was as clear as his point, and I salute him."

Letter writing means something special to many people, and retired tennis star Arthur Ashe put his feelings into a note to the PMG:

> **'I learned early that the way to get a letter was to write one, so I wrote many.'**
>
> *—Abigail Van Buren (of 'Dear Abby' fame)*

"In these days of the 'cashless society,' telephones, cables, telegrams, copier service coast-to-coast via wires or glass fibers, the private letter still has its place—and always will.

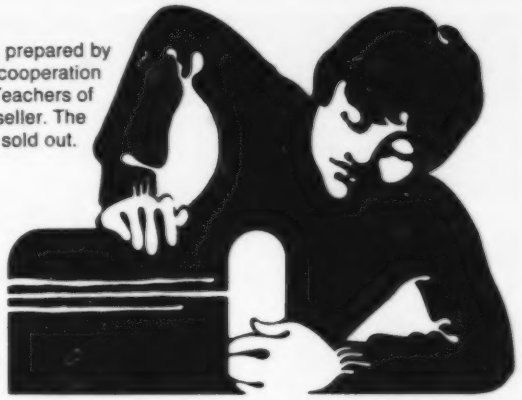
"Nothing—not even a phone call, can beat the permanence and personal attention implicit in every letter. Letters take time—time spent means someone cared.

"Lastly, I am a letter keeper. And it is indeed fun to take them out and after years of laying around, it brings back memories long forgotten."

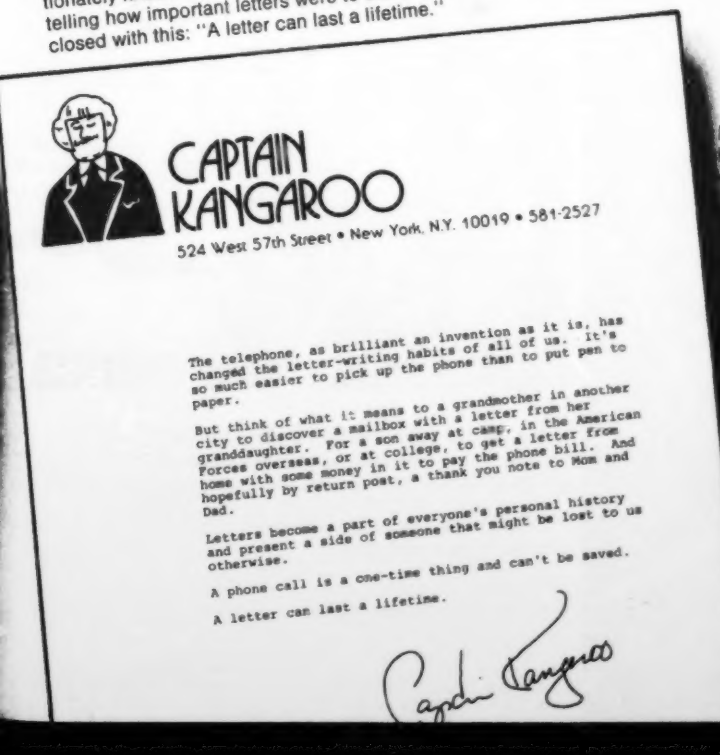
Abigail Van Buren, perhaps better known as "Dear Abby," adds in a letter to the Postmaster General that without the Postal Service she'd be out of business. ■

"Miss ZIPs" and other postal personalities visited schools to bring the wonderful world of letters to the attention of youngsters throughout the country.

A book, "All About Letters," prepared by the Postal Service with the cooperation of the National Council of Teachers of English, was an instant best seller. The first printing was sold out.



Scores of famous people, such as Bob Keeshan, affectionately known on television as Captain Kangaroo, wrote telling how important letters were to them. The Captain closed with this: "A letter can last a lifetime."



CAPTAIN KANGAROO

524 West 57th Street • New York, N.Y. 10019 • 581-2527

The telephone, as brilliant an invention as it is, has changed the letter-writing habits of all of us. It's so much easier to pick up the phone than to put pen to paper.

But think of what it means to a grandmother in another city to discover a mailbox with a letter from her granddaughter. For a son away at camp, in the American Forces overseas, or at college, to get a letter from home with some money in it to pay the phone bill. And hopefully by return post, a thank you note to Mom and Dad.

Letters become a part of everyone's personal history and present a side of someone that might be lost to us otherwise.

A phone call is a one-time thing and can't be saved.

A letter can last a lifetime.

Captain Kangaroo

First graders in Ocean Shores, WA, celebrated NLWW by setting up their own postal operation in the classroom to learn about the mail.

first grade class taught by Mary Wilcox mailed big letters to mom ...Silver post office project in celebration of the U.S. postal system's ... anniversary. The post office was initiated in February 1792.

tal lessons alive with letters

art of mailing letters by sending valentines to their classmates and by sending letters to their parents.

flags were taped up at the back of the classroom and each day a new flavor was explored by the youngsters. From the stamps to the addressing of the envelope.

Thelma Erickson, of the Ocean City, Ocean Shores, post office, gave the students a look at the operation and their daily routine to get the mail to and from the local residents.

Their classroom poem was cute, but did not quite live up to the

poem was, "Postman," "I coming. The postman does always, bright and cheer what the day." But the for the hard-working wo local Ocean City, Oc

Top, an overall view of the Overhaul Center where employees work on Mark IIs. Bottom left, Sam Marash checks out MPLSM keyboards. Bottom right, General Mechanic John C. Marino steam cleans equipment just after it comes into center from a post office.

PHOTOGRAPHS BY SAM TSUNODA

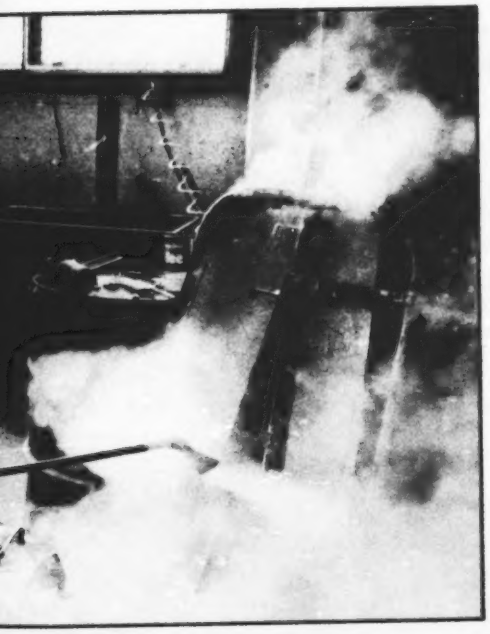
THE BIG FIX

Sam Marash sits at his bench at the Eastern Area Overhaul Center in Woodside, a community in New York City's Queens County.

An MPE-7 (Mail Processing Equipment), Marash is testing the final assembly of a Multi-Position Letter Sorting Machine (MPLSM) keyboard. "I do between 12 and 13 of them a day," he says.

With 18 years in the Postal Service, Marash opted to come to the Overhaul Center 18 months ago from the General Post Office (GPO) in New York City. "I was an MPE on the LSMs there," he says.

He takes pride in his work, and he knows how important it is. "If



the keyboards don't work properly," he says, looking at the reading on the test equipment, "the whole MPLSM doesn't work properly."

Marash is one of 60 employees at the Overhaul Center who remanufactures at least 100 Mark II Facer-Cancelers a year and five specialized subsystems (encoders, decoders, code beds, keyboards, and inserter tubes) of about 85 MPLSMs. In addition, the Overhaul Center has two six-man teams which do a general overhaul of 27 MPLSMs in Northeast Region post offices each year. These two teams are similar to on-site units in other regions.

However, the Eastern Overhaul Center is in a special class. It shares its status with the Western Center in Santa Ana, CA. Both work on Mark IIs and MPLSMs and are planning to expand into customer services equipment such as small stamp vending machines and commodity vending machines. In addition, they expect to handle the new M36 Facer-Cancelers once they are in the field.

The Eastern Center works for post offices in the Northeast and Eastern Regions. The Western Center handles the Western Region exclusively. Both share the Central and Southern Regions.

"We're like a manufacturer who turns out TVs or microwave ovens," says Joseph Romano, manager of the Woodside facility.

Romano, Marash and the others in the center know the importance of the work they do.

They spend about 210 hours to remanufacture a Mark II. It's done about every 10,000 hours or after five years of operation.

Specialists at the center tear down the machine, stripping it to the mainframe. They rebuild subassemblies where possible and put in new components where necessary as well as repaint the equipment.

Cost for labor, parts and overhead runs about $8,000 per machine. A new Mark II costs $30,000.

"It would run the Postal Service at least $17,000 a machine if the manufacturer were to do the work," adds Romano.

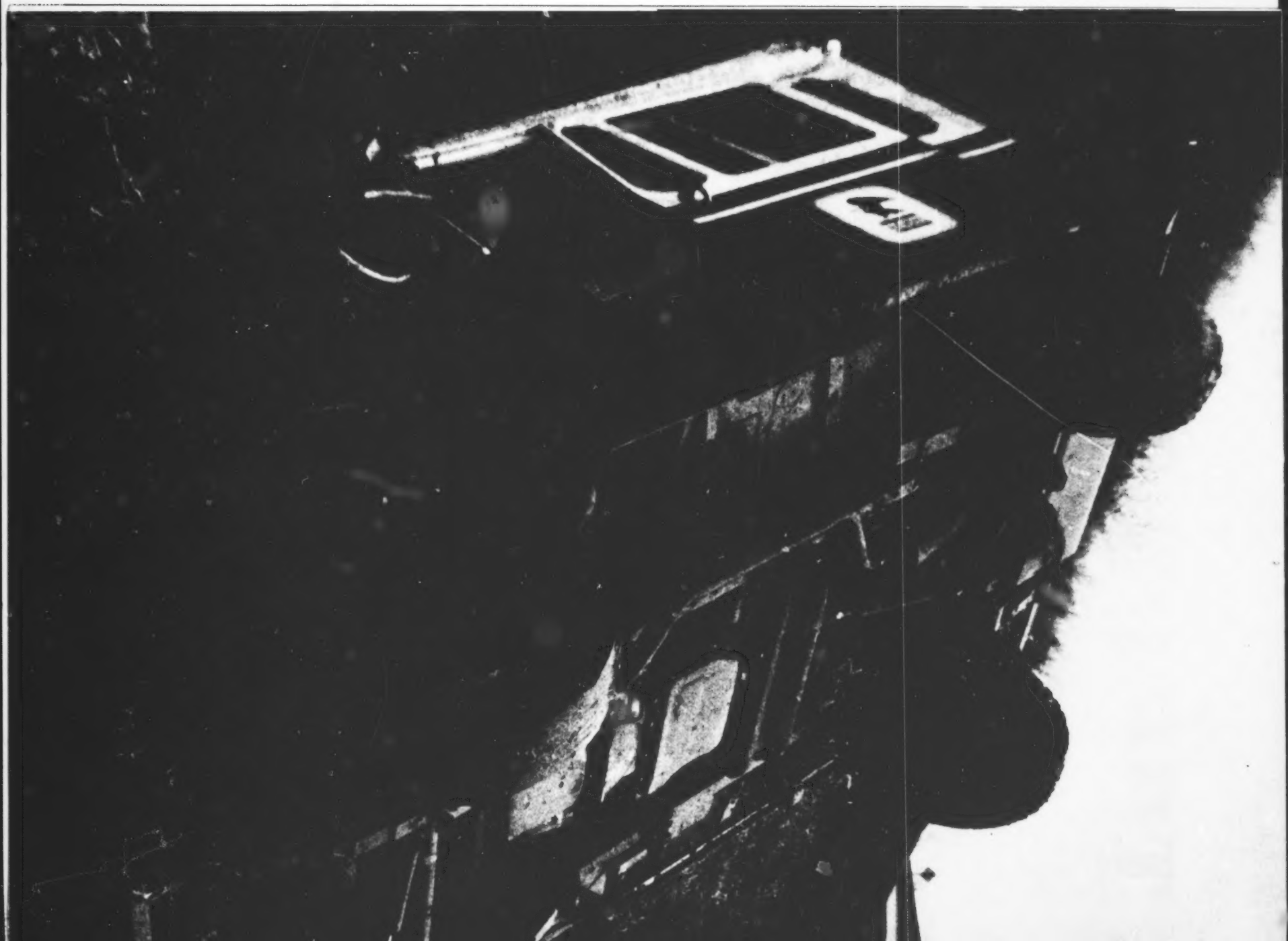
The MPLSM manufacturer does not do equipment overhaul, so it costs the Postal Service about $22,000 to perform this service. Each new MPLSM costs $300,000. An overhaul on an MPLSM is normally scheduled after 15,000 to 20,000 hours of operation (about every four years).

The center's staff incorporates the latest modifications in the machines when they're remanufacturing and overhauling subassemblies. "We put out a better product than when it was new," Romano says.

Before both Overhaul Centers started up in 1974, there was no national program to renovate Mark IIs and MPLSMs. "The Mark IIs were literally being held together with rubber bands and electrical tape," says Romano, adding, "the Mark IIs and MPLSMs are the bread and butter of the Postal Service, and they have to work properly to allow us to move the mail efficiently."

That feeling pervades the 25,000 sq. ft. Overhaul Center.

A number of the employees, for instance, have devised special test equipment to help them in their work. "It makes their job easier," says Sam Marash. "The group here is conscientious. I'm very happy here. Coming here was the best move I ever made. I like bench work. I have a lot of pride. The fellows here really care." ■



THE ROAD TO SAFETY

Hardly a day goes by that we don't hear or read about a tragic automobile accident in which people were severely, even permanently, injured or killed. It's always sad and frequently senseless.

A great many auto accidents are preventable—if the vehicles are kept in proper working order and if the drivers stay alert. They must know—and obey—the rules of the road.

And, one of the best suggestions to come out in recent years is the reminder to "Drive Defensively." You can never tell if the other driver is alert, attentive, even in good health. So it is necessary to watch out for him or her.

Automobile safety should be uppermost in people's minds, and in the Postal Service automobile safety is a key element in our overall safety program. Our people man a fleet of about 240,000 vehicles.

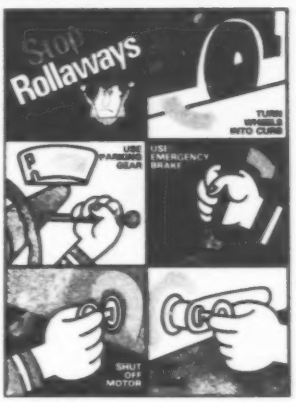
They move the mail in the cities and in the hinterlands, in good weather and bad. Rain, snow, sleet, smog, hail are all part of the regular game. And we want them to win it, every time.

To that end, the Postal Service has produced posters on automobile safety for the past several years.

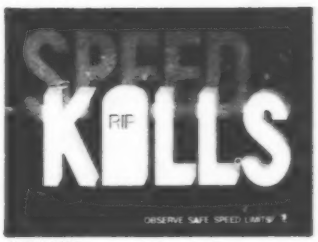
And, the vast majority of our drivers have been attentive to them. For example, the number of USPS' reportable motor vehicle accidents (each amounting to damage of $100 or more) through Accounting Period 7 of this year was 6,046 compared with 7,526 through the same period last year. The number of such accidents was reduced in every single region.

In an effort to lower that number even more, a representative sample of USPS automobile safety posters is reprinted in this issue of Postal Life. It's a reminder to drive safely—on and off the job. ■

Dec. 1979/Jan. 1980



April 1976



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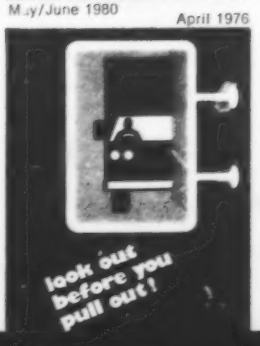
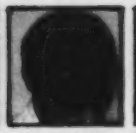


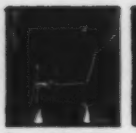
The Winners

First Prize ($100)
Romualdo A. Lopez
Ridgewood, NY
Clerk
Williamsburg Station
Brooklyn, NY

Second Prize ($100)
Gary Ruppert
Winona, MN
Window clerk
Winona, MN



Third Prize ($75)
Charles T. Governor
Miami, FL
Foreign mails technician
General Mail Facility
Miami, FL



Fourth Prize ($50)
Philip Villanueva
New York City, NY
MPE mechanic
Morgan General Mail Facility
New York, NY

Fifth Prize ($25)
George H. Specht
Arlington, MA
Registry clerk
South Boston Postal Annex
Boston, MA

Sixth through Thirtieth:

John Spagna, Irvington, NY; distribution clerk, Mt. Vernon, NY

C. D. Edwards, Southaven, MS; postmaster, Horn Lake, MS

Margaret E. Lahr, York, PA; distribution and window clerk, Harrisburg, PA

Dixie L. Cooley, Columbus, OH; letter carrier, main post office, Columbus, OH

Eunice Pompay, Nashville, NC; distribution clerk, Rocky Mount, NC

Linda Klyce, Oakland, CA; LSM operator, main post office, Oakland, CA

Giulio Colangeli, Staten Island, NY; mailhandler, New York Bulk & Foreign Mail Center, Jersey City, NJ

Olga C. Ketchmere, Rochester, NY; window clerk, Irondequoit Branch, Rochester, NY

Norman S. Gould, Amherst, MA; custodial laborer, Amherst, MA

Charles E. Rickards, Upper Darby, PA; mailhandler, Upper Darby, PA

Gordon P. Roberts, North Kingstown, RI; letter carrier, North Kingstown, RI

James E. Wilson, Forest Hill, LA; SPLSM operator, Alexandria, LA

Robert Pontsler, Springfield, OH; carrier, Springfield, OH

Wiley Nichols, Washington, DC; expeditor, Silver Spring, MD

Gerald Foreman, Orlando, FL; letter carrier, Azalea Park Branch, Orlando, FL

Max Gerber, New York, NY; clerk/carrier, Knickerbocker Station, New York, NY

Helen Marie Frye, Haddam, KS; postmaster, Haddam, KS

Veron Harrison, Waneta, KY; postmaster, Waneta, KY

Leonard J. Poss, Aurora, IL; letter carrier, Aurora Annex, IL

Frank Sandoval, Hammond, IN; mail handler, main post office, Hammond, IN

Evo Verlicchi, Long Island City, NY; carrier, Long Island City, NY

Perry L. Gillespie, Orange, NJ; mail processing equipment mechanic, Kearny, NJ

S. J. Pipitone, St. Louis, MO; general supervisor, main post office, St. Louis, MO

Mary L. Williams, Chicago, IL; carrier, Hawthorne Station, Chicago, IL

Paul Steckel, Drexel Hill, PA; carrier, Upper Darby, PA

It was the toughest safety contest Postal Life has ever run. To select the 30 winners at random in the Watch Out Safety Contest in the March-April issue, we had to check out nearly 1,000 of the approximately 6,000 entries.

Question 10 was the downfall for most people. The question: The most common accident in mechanized mail processing facilities is injured fingers. The answer: FALSE. Contrary to popular opinion, most accidents that occur in mechanized facilities are sprains and strains.

The only other question which warranted "FALSE" for the answer was No. 2. That question: Employees are permitted to ride conveyors. The answer, of course, is that no riding shall be permitted on conveyors at any time.

The answer to all other questions was "TRUE." Here's the rundown:

1. All starting and stopping devices should be clearly marked and readily accessible at all times. TRUE. Quick and unobstructed access is important in case of emergency as well as normal operating use.

2. See above.

3. The wearing of loose clothing, neckties, bracelets, gloves, etc., is not permitted while working around conveyor belts or other moving machinery. TRUE. Loose clothing, jewelry, neckties, etc., can be grabbed by moving machine parts.

4. All personnel working on or near a conveyor should be instructed in the location and operation of all stopping devices. TRUE. Knowledge of a quick and safe means to stop the conveyor is of extreme importance in emergency situations.

5. Form 4707, Out of Order tags, shall be attached to any defective equipment or machinery. TRUE. This identifies the equipment or machinery as being out of order. Tagged equipment or machinery is not to be put back into service or operated until repaired or replaced and safe to use.

6. No employee shall attempt to retrieve fallen, misthrown or caught mail from moving conveyor equipment where there is the possibility of coming into contact with moving machine parts. TRUE. Mail retrieval, equipment maintenance, and adjustments shall be done only when the conveyor power supply is positively locked out or otherwise cut off by a method that places the turning on of power in the sole control of the employee who might be endangered if the conveyor were activated.

7. A "nip point," such as is found on a belt and pulley or a chain and sprocket, is a particularly dangerous part of machinery and conveyor systems. TRUE. Objects or parts of the body may be drawn into "nip points" and be crushed or mangled.

8. Guards should be installed to cover all "nip points." TRUE. Guards shall be installed to cover all "nip points," gears, chains, sprockets and drive belts located less than 7 feet from the floor.

9. Proper loading or feeding of conveyor systems can contribute to a safer operation. TRUE. Overloads can weaken the belt, cause friction and jams which lead to mail falling from the belt.

10. See above.

STREET-

Here is an opportunity for you to test your knowledge of safety practices and your memory of safety posters to win cash prizes and Mint Sets of stamps.

All you need to do is match the safety captions with the corresponding posters. Mark beside each caption the number of the poster that best matches it. All captions have appeared on materials distributed by USPS as part of the on-going safety program.

To qualify, you must use the entry

1

2

6

7

11

12

WISE SAFETY CONTEST

form on the opposite page. Thirty prizes will be awarded to the winners. They are: 1st prize—$150; 2nd prize—$100; 3rd prize—$75; 4th prize—$50; 5th prize—$25; 6th through 30th prizes—1979 Mint Sets of U. S. commemorative stamps.

The selection of the prizes will be determined by a random drawing from the correct entries. The correct entry drawn will be the first-prize winner; the second correct entry drawn will be the second-place winner, etc.

Entries must be postmarked before midnight, September 5, 1980, and winners' names will be published in the November-December 1980 issue of Postal Life.

RULES:

1. All Postal Service employees are eligible, except employees in Headquarters or Headquarters-related units.
2. All entrants must complete the entry coupon.
3. All entries become the property of the U. S. Postal Service, and none can be returned or acknowledged.
4. Mail entries to: Safety Contest, Room 10923, U. S. Postal Service, Washington, DC 20260. (Note: Entries addressed otherwise will be declared ineligible.)
5. Entries must be postmarked before midnight, September 5, 1980, to be eligible.

3

4

5

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9

10

13

14

15

SAFETY CONTEST ENTRY FORM

MATCH THE SAFETY CAPTIONS
Enter the number of the poster that best matches the caption.

- ☐ Your half of the road is not the middle. Keep to the right side of the road.
- ☐ Children should be seen and not hurt. Drive carefully.
- ☐ Famous Last Words: "I don't need any help. I can back it in blindfolded. . . ." Teamwork works wonders. Use it.
- ☐ Obey all safety signs!
- ☐ Kids can't be recycled.
- ☐ Don't drink if you drive, don't drive if you drink.
- ☐ Slow down at intersections.
- ☐ Replace worn tires before it's too late.
- ☐ Grime doesn't pay. Clean windows, side and rear view mirrors, and head and tail lights before you drive.
- ☐ Don't shift into gear before checking the rear.
- ☐ Zig Zag ZAP. Postal drivers must stay on the right side of the road.
- ☐ Famous Last Words: "I know every turn in the road. . . ."
- ☐ Inattention invites injury. Pay attention to signs and instructions.
- ☐ Famous Last Words: "There's not another car within miles. . . ."
- ☐ Haste makes waste! Don't speed.

NAME

HOME ADDRESS

CITY STATE ZIP

HOME TELEPHONE NO. (INCLUDE AREA CODE)

JOB TITLE

FACILITY WHERE EMPLOYED

OUTSTANDING

Handicapped employee of the year counts his blessings

There was an explosion of applause. Every eye in the banquet hall was turned toward one man. People reached out to congratulate him.

Yet, Andrew Tucker, a postal clerk in Newark, NJ, and the man of the moment, was startled, unable to believe at first that he had been selected the Postal Service's Outstanding Handicapped Employee of 1980.

"When Postmaster General Bolger made the announcement, I was astounded. I couldn't believe he said my name . . . but, the moment I realized that it was true, I felt happy, very happy, elated, and grateful. I am a very fortunate person. . . ."

Not everyone would have the good grace or personal generosity to feel "fortunate" if they had traveled Tucker's trail for the last 30 of his 58 years. But, he refuses, now as always, to be bitter, to complain, or even to be unhappy.

"Everyone has some troubles and disappointments in life," he says. "Luckily for me, the setbacks I had were in reality challenges. And challenges have always spurred me on."

Tucker's biggest challenge came not in World War II when the German subs and destroyers were his nemesis for 3½ years. The PT boat torpedoman came home in 1946 without so much as a scratch. Shortly thereafter he went to work at the post office.

But four years later another enemy laid him low, with a blow that killed many less fortunate people. That enemy was bulbar polio, and before it struck him, he seemed to be on top of the world.

Married, the father of two healthy children, secure in his job, and making rapid progress in his artistic pursuits, Tucker seemed destined for non-stop success and happiness. He loved oil painting, particularly tedious portraiture, and one day hoped to pursue it full time.

Following graduation from high school, he had studied at the Academy of Arts and the School of Fine and Industrial Arts in Newark. He had been accepted at the prestigious Art Institute of Chicago, but the Navy and then family responsibilities intervened.

Still, he was a happy man.

Then, in September 1950, it happened. One day he was working cheerfully at the Newark Post Office; the next he was in the hospital in a coma, polio crippling his body from the neck down.

The ensuing weeks and months would have dimmed the hopes of

PHOTOGRAPH BY PATRICK S. McCABE

many others—three weeks in a coma, six weeks in an iron lung, 17 months in the hospital, and 19 months convalescing at home, and all of that time his body wracked with the searing pain of polio and his time punctuated with the rigors of a strenuous rehabilitation program.

But, Tucker's confidence never wavered. In fact, today he quickly turns any conversation about the tough times into talk about the better times—the confidence he had throughout that he would pull through, the unending support of his family and friends at the post office, the strides made in the rehabilitation program, and finally his return to a restricted, but normal, life.

"I was lucky," he says today. "My mind was always clear. I've always believed that God directs us where He wants us to go, and He helps us get there. Maybe He is using me to show some others that a handicap doesn't mean the end of life or the end of a meaningful existence.

"Even though at the age of 28 I had to start my childhood all over, had to re-learn the simple acts of walking, washing, eating, and all the rest, I knew that some day I would again be able to contribute to society."

The effects of Tucker's polio have not lessened over the years. Because his right leg had to support his entire body for more than two decades, Tucker now must occasionally use a wheelchair.

"As soon as he was able to return to work at the post office, he was eager to pull his full load *and* to help others," says Joseph Anthony, manager of Retail Sales and Services at the Newark Post Office.

"Andy and I go back 34 years," he recalls. "We came on board together as substitute clerks on the night shift. And, I tell you, he never changed in all these years. He's a beautiful individual, inside and out. His affliction never stopped him from helping others."

Helping is the name of the game in Tucker's work in the Loose-in-the-Mail Section where he reunites people with incorrectly or poorly addressed mail. His success is attested to by many letters from grateful customers, as well as a Suggestion Certificate Award and two Superior Accomplishment Awards.

And he has also moved on to success in his painting. Although he couldn't return to it seriously until 1961 (the same year that his twin sons were born), he had his first one-man show only four years later. Polio had permanently damaged both of his shoulders and only his left arm was useful. Through a transplant (in which a wrist tendon was re-directed to his right thumb), he was able to again paint with his right hand even though it had to be supported by his left.

Following the success of his one-man show, Tucker went on to win first prize in the Newark Post Office's 1968 art exhibit for his portrait entitled "Golden Boy."

"He's always doing things for other people," says Newark MSC Manager/Postmaster Joseph J. Benucci. "In the 18 years I've been here, I've never heard Andy complain, or even mention his affliction. Customers call up and sing his praises.

"When I'm out on the workroom floor, I can see that he's an inspiration to everyone around him . . . such courage and determination, and all the attributes requisite for success.

"When we nominated him for the Outstanding Handicapped Employee of the Year award, I said, 'Courage in the Newark Post Office is Andrew R. Tucker.' I believe that says it all." ■

Others Honored

Other handicapped Postal Service employees honored at the annual spring ceremony in Washington, DC, were:

EARL H. DENNISON, *a personnel clerk in Utica, NY, in the Eastern Region, who battles the constant pain of an arthritic condition that began at age 25. It resulted in two total hip replacements, affecting his legs, arms, and fingers. He is well liked by his fellow employees for his courtesy and cheerfulness, and he is active in church and school activities.*

HARRY G. LERCH, *a letter carrier in Hammond, LA, in the Southern Region, who, after losing an arm in an automobile accident in 1979, designed an attachment for an artificial limb that enabled him to case mail and eventually resume his carrier duties—full-time and with no assistance.*

MERRILL J. POLANSKY, *an addressograph systems clerk in the Headquarters Printing Division, who has been a victim of cerebral palsy since birth. A 25-year veteran of USPS, he has accumulated 1,268 hours of sick leave. He worked his way through Wayne State University and has served in several top positions in local and national cerebral palsy organizations.*

CECELIA E. SADDLER, *a training technician-interpreter in the Chicago Post Office in the Central Region, who suffers from a 60% hearing loss in both ears. She has won numerous awards for her volunteer work with community service organizations for the deaf and minority groups.*

ELSIE M. SCHMUCK, *postmaster at Cobalt, ID, in the Western Region, who has continuously served her isolated community of mining families for 16 years, in spite of the loss of her right leg six years ago. In 1978, she was named Idaho League Postmaster of the Year by the National League of Postmasters. She has raised four foster children.* ■

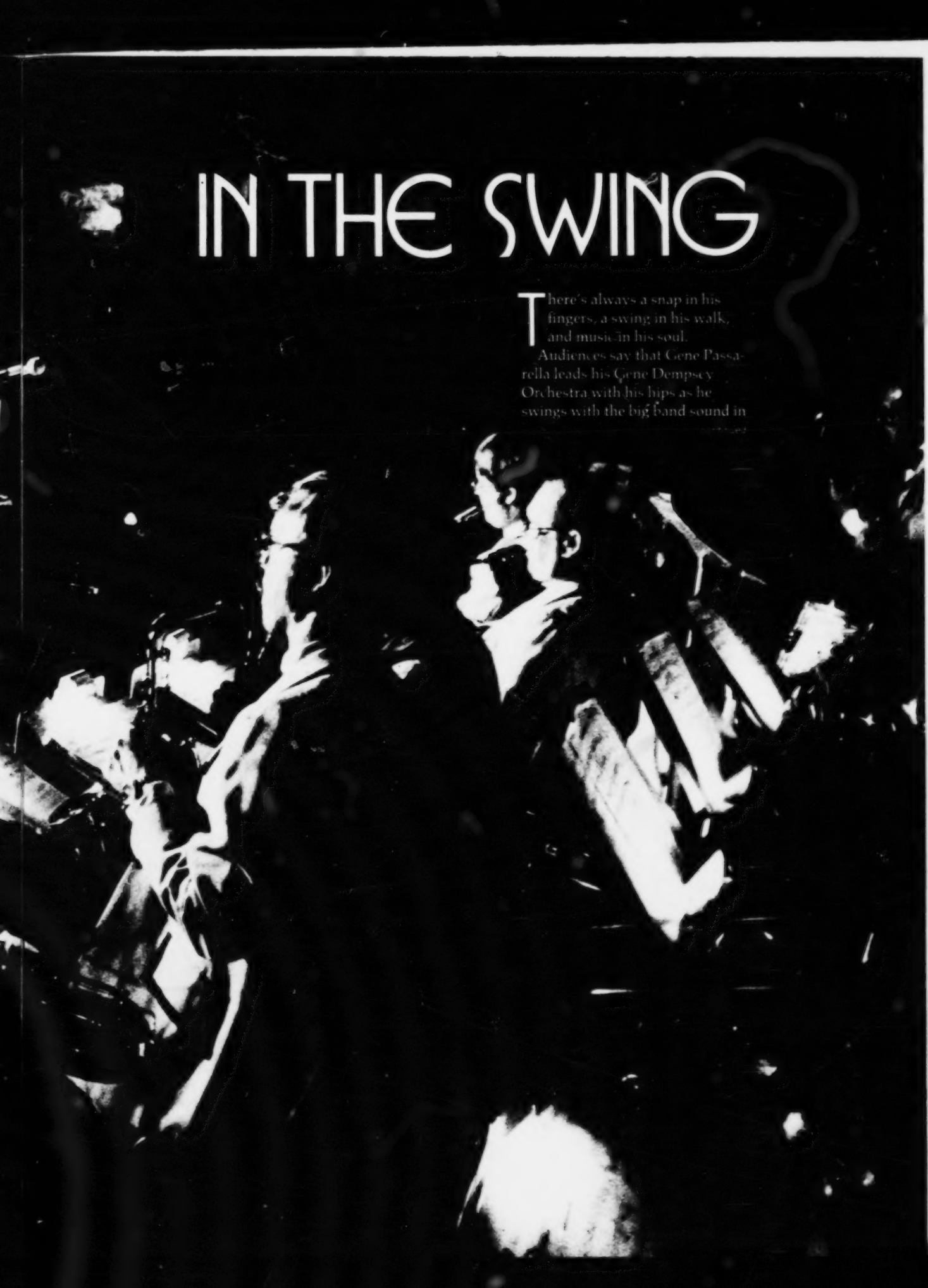
Gene Passarella swings his Gene Dempsey Orchestra into the big band sound.

PHOTO BY PATRICK S. MCCABE

IN THE SWING

There's always a snap in his fingers, a swing in his walk, and music in his soul.

Audiences say that Gene Passarella leads his Gene Dempsey Orchestra with his hips as he swings with the big band sound in



Scranton, PA.

Weekdays, Passarella, 55, is a customer service representative in the Scranton Post Office. Weekends he becomes Gene Dempsey, leading a 15-member group of musicians and singers.

He inherited the band and the Dempsey name from his brother, Jim, in 1954. His brother earned the Dempsey name as a youngster when he fought and beat a bully in a fist fight. At the time, Jack Dempsey was the heavyweight boxing champ.

Brassy "swing" music has been a part of Passarella's life since be began playing the saxaphone as a youngster. He joined a band in 1939.

After World War II, Passarella worked with other groups, and in 1949 he returned to Pennsylvania.

Offered a job as a postal clerk, he decided to take it. "I had to make a decision," he says, "whether I wanted to spend my life traveling with bands, not always sure when I might get paid, or whether I wanted to settle down with a steady job."

He has not regretted his decision. With a steady job he was able to devote his free time to his goal of becoming a big band leader.

At the post office, he moved from clerk to bulk mail technician and then three years ago to CSR. On the bandstand, he became something of a legend in northeast Pennsylvania.

It's not surprising when his orchestra plays that the dance floor is always crowded. The music lures the dancers, and Passarella's energy and friendliness entice them closer and closer to the bandstand.

The big band sound is in something of a revival. Popular in the '30s and '40s, it took a back seat to rock and roll in the '60s and '70s. "There are still people around who remember and like the big band sound," Passarella says, "and they want to hear it."

The orchestra leader has even gotten his 23-year-old daughter, Cathy, tuned in. She's one of the singers with his orchestra.

"Oh, she likes rock and roll, of course," he says, "but when she was growing up, I think my wife, Louise, and I influenced her by playing big band records." Passarella has about 500 records in his collection.

"I like all kinds of music as long as it's done well," he says. "I primarily enjoy Glenn Miller and Count Basie as well as the music performed by Frank Sinatra and Ella Fitzgerald from the big band era." Some of his favorites from today's music world are Billy Joel, Karen Carpenter and Neil Sedaka.

Passarella is really pleased that people can still appreciate the brass sound of big band music. "Many of the rock and roll and disco groups have added the trumpet and trombone and are going for the big band sound. Not to the point of the 1940s, but it's great to hear the changes in the arrangement of their music as they move toward a full sound."

Music and working for the Postal Service are not completely separate so far as Passarella is concerned. "I like to compare my leading the group to meeting with a postal customer," he says. "When we actually meet, I already know what many of his needs are, what programs can best suit those needs, and how they can be put into effect. If I'm not prepared, the customer isn't going to be satisfied."

One of his postal customers once told him, not realizing that Passarella and Dempsey were the same person, that he could pass for Dempsey's twin brother—except that Dempsey was taller. ■

—Susan F. Ebbitt

Left, in his musical "garb," Gene Passarella checks out some compositions. Right, in his job as a customer service representative, he looks over computer printouts with an employee of the Metropolitan Life Insurance Co., one of his customers.

KEEPING POSTED

The USPS Board of Governors recently approved permanent implementation of an optional Merchandise Return Service, a plan which makes it more convenient for shoppers to return merchandise to participating shippers. The Governors' action affirms the decision of the independent Postal Rate Commission recommending permanent implementation of the service. Earlier the Postal Service had announced implementation on a temporary basis following a settlement agreement between the Postal Service and various associations of mail users on how the optional service should be implemented. That agreement established a fee of 20 cents to be paid by the shipper in addition to proper postage and permitted the use of a single label to return parcels, such as books and recordings, whose postage does not vary with distance. The new service uses a two-label system to return parcels mailed at rates which vary according to distance. A customer simply applies a special label instead of postage and deposits the package at a post office or other mailing point designated by the Postal Service. At the destination post office, a postal clerk deducts the correct amount of postage from the merchant's trust fund account.

News item from the Akron, OH, *Beacon Journal:* "Private firms in the Akron area have stopped home delivery of magazines because of poor profits."

President Carter recently nominated three persons to serve as Governors of the U. S. Postal Service. Their appointments, if confirmed by the Senate, will bring the Board up to its full 11-member complement. They are: David E. Babcock of Carefree, AZ, who recently retired as chairman of the board of the May Department Stores Co.; Paula D. Hughes, vice president and director of Thomson McKinnon Securities Inc., in New York, and an allied member of the New York Stock Exchange; and Timothy L. Jenkins, chairman of the MATCH Institution, a management consulting firm in Washington, DC.

We need your help in keeping our Postal Life mailing list up to snuff. If you've moved, get a PS Form 1216 (Employee's Current Mailing Address) from your personnel office, fill it out, submit it back to them, and the personnel office will send it to the appropriate Postal Data Center. If someone in your office does not receive Life, please ask that individual to follow the same procedure. Many thanks.

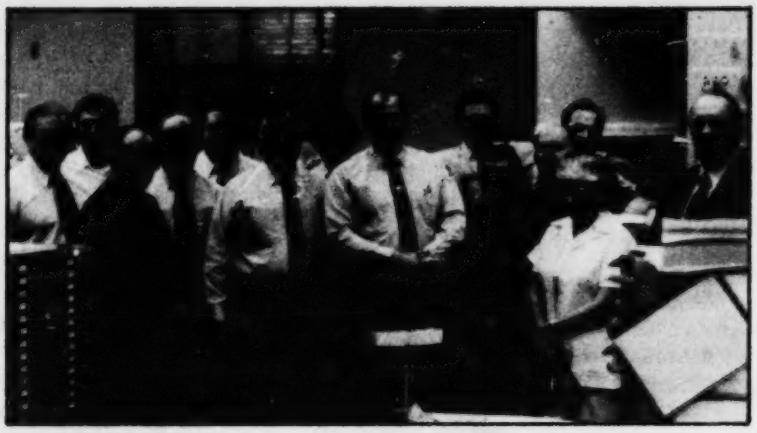
Here's one for the record books: Gannett News Service reports that 78-year-old Hans Spann of Pearl River, NY, will accomplish this year what no other person has done before: he will have visited every U. S. post office to collect postmarks. A semi-retired attorney, Spann plans to visit Alaska again this year and get his stamps canceled at the last five main post offices on his list. He will continue to collect postmarks from post office stations and branches. Spann began his hobby Mar. 28, 1924 at 3:20 p.m. when he got his first postmark at the Passaic, NJ, Post Office. Fifty-one years later he collected postmark No. 34,794 from the Passaic, MO, office.

James V. P. Conway, Deputy Postmaster General, retired from the Postal Service on June 30 after 42 years of government service. His retirement was announced at the June 3 meeting of the Board of Governors, of which the Deputy PMG is a member, and was accepted with regret by Chairman M. A. Wright. Wright expressed the Board's appreciation for Conway's many contributions. Postmaster General William F. Bolger praised Conway for "his steady hand, his wise counsel and his expertise in all aspects of management," which he said were responsible for many of the Postal Service's recent successes. Conway had served as the second ranking postal official since April 4, 1978 and before that served as Senior Assistant Postmaster General for Employee and Labor Relations.

It's another way to save gasoline. The Postal Service's Board of Governors okayed a $19 million contract with Ford Motor Co. for 4,994 subcompact automobiles for use on park and loop routes. The four-cylinder, 24 mile per gallon cars replace less economical six-cylinder jeeps. Ford's bid was $3 million lower than the second bid. Delivery of the subcompacts began in June and will be completed by August.

The "Proud to Serve America" poster being displayed in post offices throughout the nation is based on a Baltimore Sectional Center promotional effort earlier this year. A similar poster was part of a larger Baltimore program to promote pride among postal people in both our country and our jobs.

POSTAL PERSONALITIES



Kingston, PA, employees

Overweight can be a safety problem as well as a health one," says Bob Phillips, manager of the Kingston, PA, branch of the Wilkes-Barre Post Office. "For instance, carriers often find it more difficult to slide behind the wheel of a vehicle or to slide out easily when they're overweight."

So, Phillips sparked a weight loss reduction program that lasted eight weeks. "It was a pilot thing," he says, "and it worked for the 19 people who stayed with it. Some of them are continuing to diet even though the program is over."

The participants—supervisors, clerks, carriers and even the sectional center manager/postmaster, John Burkey—lost a total of 362½ pounds. The biggest individual weight loss: Carrier Ray King's 41½ pounds. Phillips himself shed 16 pounds.

The area medical officer, Dr. Fernando Araya, and the medical unit nurse, Catherine Gaffney, supervised the weight watch. Araya, for example, distributed sample diets and suggestions to the participants.

"We generated a lot of conversation around the office," says Phillips. "We're thinking about doing a second program."■

C. Neil Benson, Senior Assistant Postmaster General, Operations, has been elected Deputy Postmaster General of the Postal Service and a member of the Board of Governors.

Benson, who started his postal career as a clerk in 1944, was elected by the Governors and the Postmaster General. He had been Senior Assistant Postmaster General since November 1979.

As the chief operating officer, he will help guide the activities of some 665,000 employees located in 40,000 postal units nationwide.

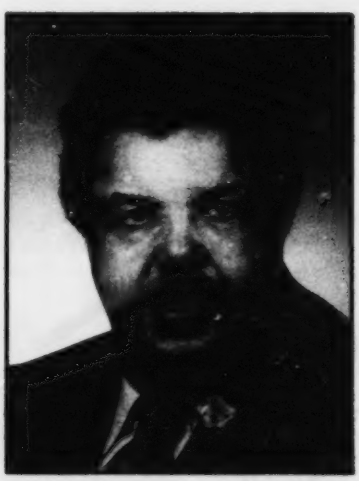
C. Neil Benson

The five Regional Postmasters General will report directly to him.

Benson succeeds James V. P. Conway, who retired June 30 after 42 years of government service.

Benson's first postal job was in the Van Nuys, CA, Post Office, where he served from 1944 to 1959, with two years out for service in the Army. After starting as a clerk, he later served as a foreman and station examiner.

He became a Postal Inspector with the Postal Inspection Service in 1959, rising to Chief Postal Inspector in 1975 after having held numerous positions including Postal Inspector in Charge, Memphis, TN, and Regional Chief Postal Inspector, Southern Region.■



Duane Roberts

This past spring, Duane Roberts, a letter carrier out of the Court Station in downtown Kalamazoo, MI, received an honorary doctorate for public service from Western Michigan University.

Honorary degrees are usually reserved for heads of corporations, leading politicians, large financial contributors, etc. But in Roberts' case, a university recognized a person for a significant contribution to his community.

The 62-year-old carrier has

spent many years helping other people. He feels his most significant contribution, however, was involvement in a civil rights lawsuit that led to the court-ordered desegregation of Kalamazoo Public Schools. At the time of the suit, Roberts was president of the local branch of the National Association for the Advancement of Colored People (NAACP).

Roberts has also been active with the American Civil Liberties Union (ACLU); a group called Senior Services, which provides services for senior citizens; chairman of the city's Human Relations Council; and he has served on a number of various other Kalamazoo boards and committees.

Roberts began his postal career nearly 30 years ago. He had done graduate study in social work at Wayne State University in Michigan, and when he left he told a counselor he wanted a job in which he would get many of the satisfactions he would have gotten in the field of social work.

"I realized after a while as a letter carrier that this job was giving me the job satisfaction I wanted," Roberts says. "I meet people in my job and help them by providing a service to them." ■

Raymond Gheen

Raymond T. Gheen Sr. likes snakes, so much so that he embeds some of them in plastic.

He also seals for eternity in plastic rosin everything from coins, business cards and gallstones to scorpions and tarantulas. The largest snake he has preserved in this manner is a 6 ft. 4 in. long eastern diamond back rattler.

Gheen, a letter carrier for the past 11 years in St. Petersburg, FL, spends about four hours a day on his plastic embedding hobby.

"When looking at the finished product," he says, "one would think all that is necessary to achieve this is to pour a transparent solution over an item. Quite the contrary. It is a process requiring many steps, much care and patience.

"If the specimen had been alive, it must be preserved by an injection of formaldehyde. This is where my knowledge of taxidermy, learned from my father, a retired Knoxville (TN) city carrier, is helpful."

Gheen is also into decoupaging —decorating surfaces with applied paper cutouts. Some of his more interesting pieces are cypress clocks with snakes or paintings on them.

When he can, he participates in rattlesnake roundups in the Florida-Georgia-Alabama area, and he displays many of the articles he makes at arts and crafts exhibits.

"I have something sealed in plastic to interest everyone," he says, "like a filled-up beer can, fish, flowers, leaves, an autographed baseball. The fanged bookends are quite a conversation piece, but the items that generate the most interest are the snake-filled translucent toilet seat and the octagonal table with 25 life-like snakes sealed on top."

Gheen is a member of the Suncoast Herpetological Society, where he trades information with other reptile enthusiasts. ■

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POSTMASTERS

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PHOTOGRAPH BY GRANT HALLER, SEATTLE POST INTELLIGENCER

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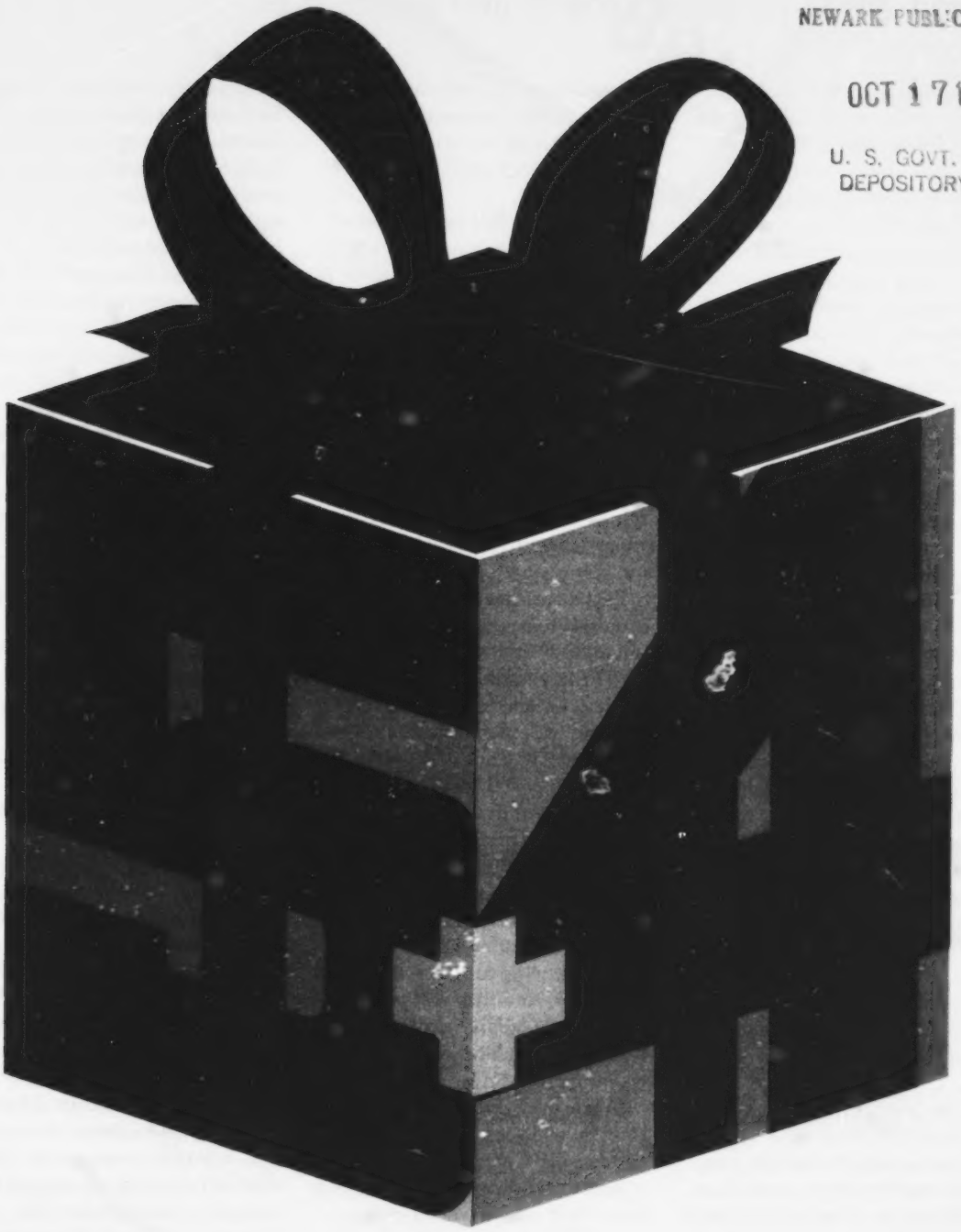


OPENING SOON. . .

see page 2

P1.43:

ON THE STREET WHERE YO

9-Digit ZIP to pinpoint blocks and businesses

"It's easy to learn the machine," said Jim Garvey, a clerk for the past seven years at Philadelphia's 30th Street Post Office.

Garvey, a letter sorting machine operator for five of those years, was referring to an optical character reading machine Philadelphia tested this past summer as part of the national plan to put the nine-digit ZIP Code into effect.

A number of sites that already had OCR capability were used, and some time this fall one or more of the machines tested will be bought and deployed in post offices throughout the country.

The machine will read either the five- or nine-digit ZIP Code on letter mail, which has a typed or printed address, at the office where such mail first enters the postal system.

A printer attached to the OCR will then print a machine readable representation of the ZIP Code in bar code form—it will look like a picket fence—on the lower right-hand corner of the envelope, and the mail will then go to the postal facility serving the addressee.

At this facility, a Bar Code Reader (BCR), which is a low cost, highly reliable automated distribution system, will read the code on the envelope and direct the piece of mail to the appropriate delivery route.

During the testing of the OCR at Philadelphia, as at other test sites, postal people used live mail. "We were giving them more than 200,000 pieces of mail a day," said John J. Burns, tour 2 superintendent at 30th Street. "That included raw collection mail off the Mark II facer-cancelers, managed mail, third-class mail, and metered and permit mail that came in large volumes."

Since earlier this year, teams of postal employees have been working nationwide, assigning nine-digit ZIP Code numbers to every address in the U.S., and the numbers are expected to go into use beginning in February when computer tapes are furnished to large mailers. The future payoff will be in terms of providing good and efficient service at fair and reasonable rates by allowing mail to be processed with increased economy and accuracy.

Postal customers will be encouraged to begin using the expanded ZIP Codes voluntarily.

"The key to the success of the whole program," said Burns, "is working with major mailers." The nine-digit ZIP Code is expected to hold down postal costs.

The current five-digit ZIP Codes remain as the first figures, and a dash and four digits are added to them. The added numbers will provide 10,000 additional combinations, sufficient for all delivery zones, allowing for growth within each zone. And they will provide greater adaptability to present letter sorting machine keying and training procedures.

While every address in the country will soon have an expanded ZIP Code, some will share a common code with their neighbors while others will receive a unique ZIP. For example, all single-family addresses on a residential block face will be assigned the same nine-digit ZIP while firm directs, apartments and office buildings may qualify for their own code. Similarly, rural routes and lock box sections will also receive individual codes.

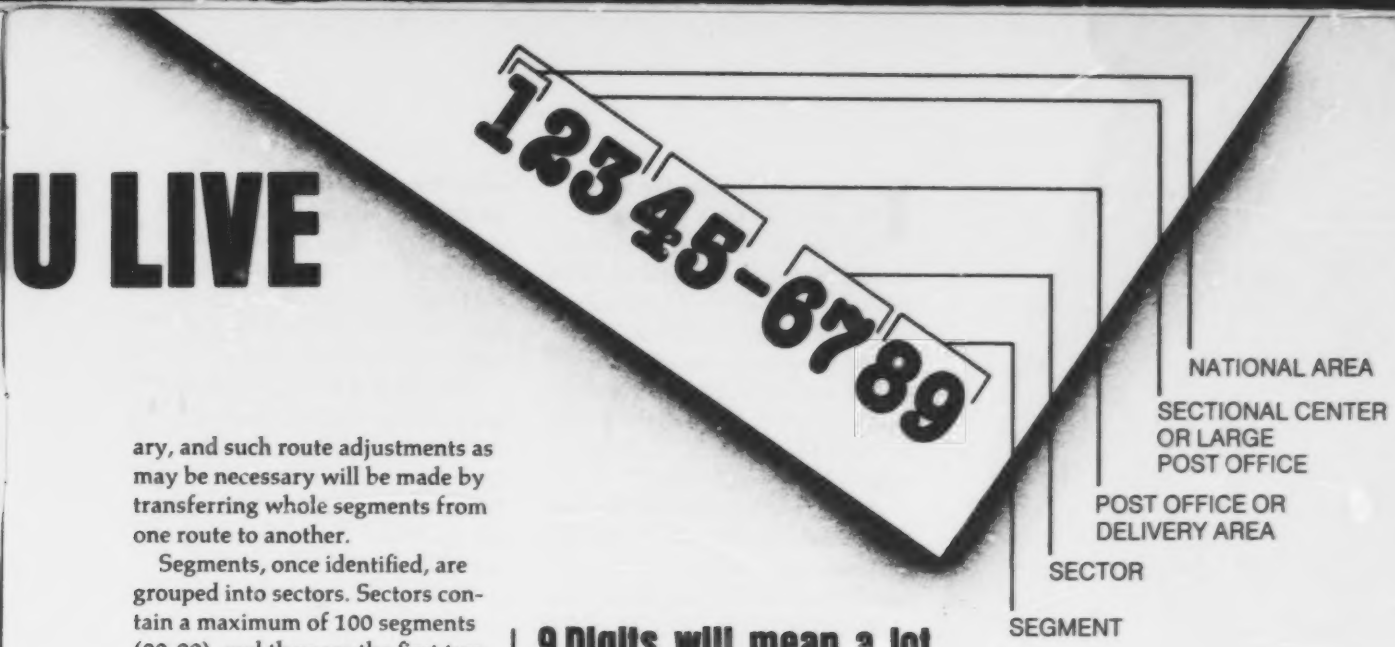
The added four digits will represent segments and sectors. A segment is the smallest unit to which mechanized distribution will be provided. Segments will be the last two digits of the add-on numbers, and will range from 00 to 99.

A segment will be any of the following:

1. One side of a street between intersections. This will be referred to as a block face.
2. Both sides of a street between intersections.
3. A firm, building, or a firm within a multi-firm building.
4. A floor or group of floors within a building.
5. A neighborhood delivery and collection box unit.
6. A post office box or a group of boxes.
7. A wall box section of a post office box area.
8. A cluster of apartment boxes.
9. A cove or cul-de-sac.
10. One or more "hundred-block" ranges on a street which has no intersecting streets within a span of approximately 200 to 600 feet.
11. Any other delivery point or grouping management designates.

A key requirement is that future carrier route adjustments will not split a segment between routes. Therefore, all delivery routes will be separated at a segment bound-

U LIVE



ary, and such route adjustments as may be necessary will be made by transferring whole segments from one route to another.

Segments, once identified, are grouped into sectors. Sectors contain a maximum of 100 segments (00-99), and they are the first two digits of the add-on code numbers.

Sector boundaries are geographically identifiable, with the exception of sectors for box sections and for business reply and special codes.

Sector boundaries do not cross state or county lines, and sectors in commercial zones generally cover a smaller area than sectors in residential or mixed business and residential zones.

The area covered by each sector is determined by the number of business delivery points whose mail volume is large enough to justify the assignment of an individual nine-digit ZIP Code. In some cases, this means a sector is completely contained within a single large building or within a single square city block.

Like all new systems, when the nine-digit ZIP Code goes into effect there'll be some bugs and problems. Aspects of the system—such as providing some kind of directory assistance to those who want to find out a specific nine-digit ZIP and notifying all households in the nation of their new number—are still being worked out. But there is an atmosphere of quiet determination and enthusiasm as the Postal Service takes this measured and historic step into the future. ■

9 Digits will mean a lot

Although there had been previous discussions about it, it was not until a late November morning in 1962 that then Postmaster General J. Edward Day announced "a dramatic new post office program."

It was the five-digit ZIP Code.

Speaking before a group of computer users, Day disclosed that ZIP—for Zoning Improvement Plan—would get under way July 1, 1963, and that "the expanded zoning system represents a major breakthrough in mail service. It holds an enormous potential for speedier and more efficient delivery of mail to the public."

Day's words were prophetic, for today about 98% of all letters that go through the mailstream contain ZIP Codes, and ZIP Codes help to speed their delivery.

But in the 17 years since its introduction, things have changed drastically. The world has become more complex and the postal system has expanded significantly. For instance, when Day announced the five-digit ZIP Code, mail volume was 68 billion pieces; today it is more than 100 billion.

And, when current Postmaster General William F. Bolger unveiled the nine-digit ZIP Code in September 1978 at the National Postal Forum, he said that if the Postal Service is to be successful in significantly reducing its operating costs, it must find a means to further mechanize and automate the sorting of mail.

The nine-digit ZIP, he added, is vital to the future of the Postal Service. "It will enable us to use electronic technology to improve our service while drastically reducing the growth of our future costs."

The expanded ZIP Code, Bolger said, would help hold postage costs down and, consequently, hold rates down "while we try to expand the growth of our conventional mail system.

"We know that everyone has enough numbers in his or her life already, and no one wants any more. But we face a situation similar to that which the telephone company faced 20 years ago when it introduced the area code. Americans today accept their 10-digit phone number, and I trust that when they see the benefits of the nine-digit ZIP Code—improved service and stabilized rates—they will accept it as well.

"The nine-digit ZIP Code will also enable us to offer a unique marketing capability to our customers, and given the growth of alternative delivery systems, I believe this will be vitally important to helping us keep our business."

Bolger added: "I ask that each postal employee give the nine-digit ZIP Code program his or her full cooperation. Its success is the key to our future growth as an organization." ■

PSST ! HAVE YOU

Rumors can

It began as a forgettable Indian Summer day for a young married couple. After work they returned to their apartment, watched television and enjoyed a friendly chat. Ordinarily, neither of them would have remembered the details a week later, but the evening would play Dr. Jekyll to the day's ho-hum Mr. Hyde. It would become a bloody nightmare.

As the couple undressed for bed, the phone rang. The wife answered. A female voice asked for her husband. She gave him the phone, and then walked to the closet where her husband kept his revolver. She turned toward him with the gun in her hands. She squeezed the trigger as her husband scrambled across the room trying to wrest the weapon from her. She fired and kept firing, directing each blast at the dodging figure. A few bullets found their bewildered target.

The wife's explanation? "Everybody kept telling me he was a playboy." She had heard the whispers at the post office where she worked. The female voice was the last piece of evidence she needed.

The fact that the phone call was perfectly innocent made little difference when the wife learned the truth. By then her husband was dead.

The tragic news upset the postmaster because the couple were his friends and the woman an excellent worker who had reacted rashly to a series of rumors.

"I thought they had a beautiful relationship," said the postmaster, "but hearsay creates uneasiness where there shouldn't be any. If I followed every rumor I've heard in my years with the Postal Service, I would have been fired years ago. So much of what you hear is nonsense."

So sensitive is the subject of rumors that no employee who volunteered information for this story wanted to be quoted by name.

Whisper campaigns are dangerous.

One Headquarters manager nearly lost his job by trusting the rumor mill. His supervisor explained: "The guy heard that I was leaving the Postal Service. I gave him an order to do something and he refused. He figured I was a lame duck and he didn't have to take orders from me anymore.

"So I took the matter to my boss who brought the man into his office while I was there. He said that when I gave an order it was to be carried out. Well, that killed the rumor about my leaving and I got full cooperation from that employee from then on."

These true stories signify the elusive nature of gossip. At best, a rumor is a sometime thing.

PHOTOGRAPHS BY PATRICK S. McCABE

HEARD ABOUT...?

urt, even kill

Ironically, the very nature of the beast keeps it alive. Rumors often have some basis in fact, but crucial details necessary for understanding the true situation keep getting deleted. At the same time, the most dramatic details get exaggerated. As soon as one version is killed, another develops and circulates with a different twist.

Despite their disruptive potential, though, not all rumors are bad. Through carefully controlled channels, rumors can have limited value, according to an article in *Fortune* magazine. They can soften the impact of an unpopular corporate decision or test employee reaction to new managerial policy.

But most rumors increase employee anxiety and damage reputations. They are, as one employee described them, "a breeding ground for insecurity."

"I don't like them," said one Headquarters manager, "but I listen to them. Then I go to the department involved and find out if it's true."

"It's really a form of tattletaling," said another manager's secretary who thinks secretaries are unjustly stereotyped as rumormongers. "I don't pay any attention to them myself. I figure if the thing is true I'll find out about it soon enough."

One workroom floor employee, who has since become a manager, explained how he planted a rumor about his boss as revenge for "asserting his authority against me."

"A friend and I spread the rumor that our boss would be transferred to a place we knew he didn't want to go. We gave the name of his replacement and date for his transfer.

"A trailer of mail from a big mailer was left unpacked for two days. The mailer called the postmaster and gave him hell. Normally the postmaster would find the foreman responsible and give *him* hell.

"Our story was that the postmaster was tired of this nonsense and was going to transfer this foreman as an example to the other foremen. We planted the story in the postmaster's office so people would think it came from someone who ought to know.

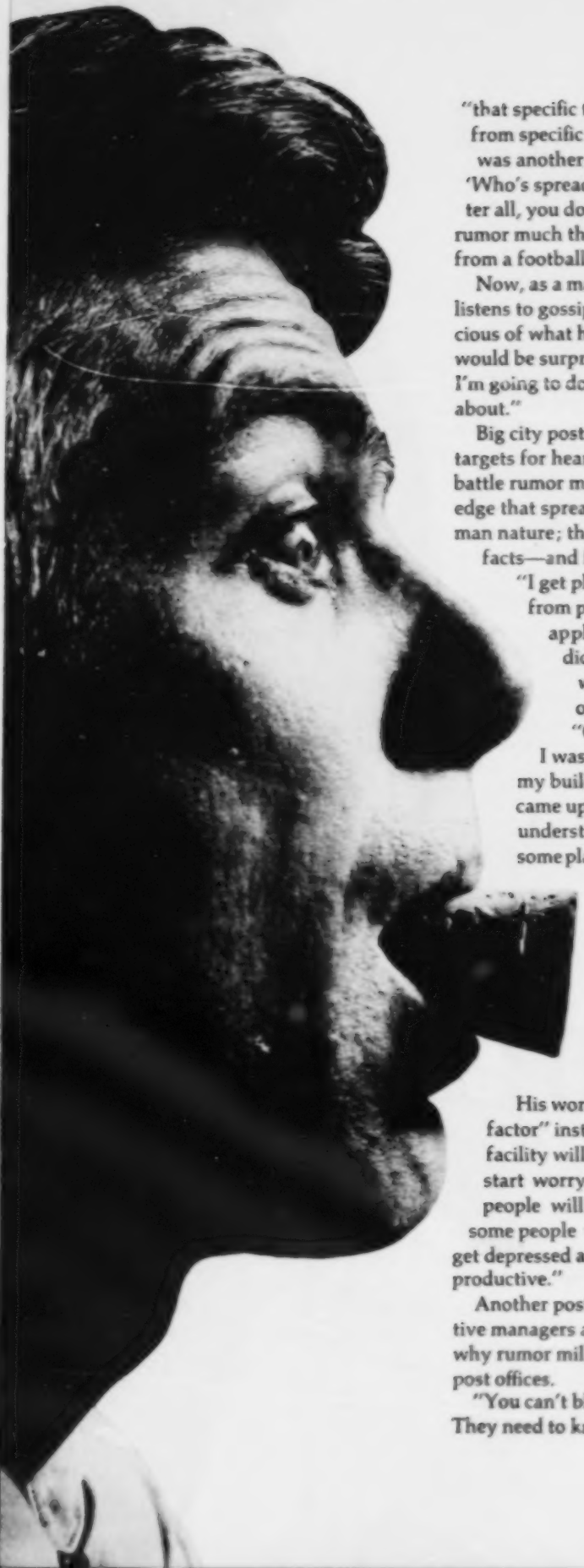
"Our story was so convincing that on the date we set for the transfer the foreman called in sick. He couldn't get to the bottom of the story. When he stayed home that day, the clerk who delivered his mail took the man's name off the mailbox. He assumed that the rumor now had the strength of an order. He put his personal effects in an envelope and set it aside.

"Finally, we realized that what we did was very dangerous. We did it out of anger and boredom. We needed some excitement to keep us going."

He felt his rumor gained credibility because he placed it in the office where that kind of information would originate if it were true.

"We also found," he continued,

continued



"that specific types of rumors came from specific types of people. That was another credibility factor: 'Who's spreading this rumor?' After all, you don't give a baseball rumor much thought if you hear it from a football player."

Now, as a manager, he says he listens to gossip but is suspicious of what he hears. "You would be surprised at the things I'm going to do that I don't know about."

Big city postmasters are prime targets for hearsay and constantly battle rumor mills. They acknowledge that spreading gossip is human nature; they squash them with facts—and fast.

"I get phone calls all the time from people saying that I've applied for a job when I didn't even know there was a vacancy," said one postmaster.

"One day around noon I was walking through my building and a woman came up to me and said, 'I understand you are going some place.' I said, 'Yes. To lunch.' She must have thought I was being a smart aleck, but I had no intentions of leaving my job. I don't know where she got the idea."

His worst fear is the "morale factor" instigated by talk that a facility will close. "Employees start worrying about which people will be excessed or if some people will be laid off. They get depressed and become less productive."

Another postmaster cites secretive managers as a major reason why rumor mills flourish in many post offices.

"You can't blame the employees. They need to know what's going on and how it will affect them. And they have a right to know. When you don't supply them with facts, their only alternative is speculation. It takes so little to get these things started."

Another manager explained just how little it takes. "We don't normally close the door in this office," he said. "We recently got a new manager and he began calling people into his office and closing the door. You could just see people's eyes light up as a person went into his office. We were thinking, 'What's going on? Why is that person being called on the carpet?' It wasn't until everybody was called in that we realized that he just wanted to have a personal conference with each employee in his department to check on any problems about how he was managing the office."

The crucial question postal employees must face is: how can vicious gossip be stopped?

Gordon Allport and Leo Postman, coauthors of the authoritative work on rumors, *The Psychology of Rumors*, offer these suggestions:

- Listen to rumors. Find out what the "scuttlebutt" is. Keep in mind that several versions of the story you hear may be circulating.
- Get the facts. Think about the rumors you hear. In most cases you will know who to ask to confirm or deny a rumor. Don't guess. A few straightforward questions to a knowledgeable person (not a rumormonger) can prevent a lot of embarrassment.
- Give facts to others as soon as possible. If you are a manager, you can simply call a staff meeting. If you are not, suggest that your manager do so. Nothing kills a rumor faster than the truth.

If you are in the habit of spreading rumors, you can be a big help to the Postal Service: get the facts before you open your big mouth. ■

—Earl Artis

KNOW BEFORE YOU GO

New retirement planning system gives needed data

If you are eligible for retirement, you can receive a computer printout estimating how much money you'll get each month as a retiree as well as such information as the amount of your terminal leave payment and cost of health and life insurance in retirement. Just ask your personnel department for the printout.

It's part of the Postal Service's new National Retirement Counseling System that went into effect last month.

The printout, which is the heart of the new system, will be available semiannually—in August and February. However, individuals may ask for an annuity estimate at any other time during the year as well, and they are encouraged to file their applications at least two weeks—or earlier if possible—before their separation date.

Improved retirement counseling is a key part of the system as well. Personnel people will now be able to provide more information to and help for employees who want to know what they'll be getting once they leave the active ranks. In some cases, personnel people will provide individual counseling; in others, group sessions will be held. You are encouraged to include your spouse in all retirement counseling.

The National Retirement Counseling System grew out of employees' need for information so that they could make decisions enabling them to enter retirement life more smoothly.

The amount of the annuity a retiree can receive, incidentally, remains limited to 80% of the "high 3" years' average salary which is earned after 41 years and 11 months of creditable service if the high 3 is $5,000 or more. Additional annuity is allowed, however, for unused sick leave.

Your total actual service will include credit for military time if you are not receiving retirement pay from the Armed Services. However, there are a couple of exceptions, which relate to combat disability and reserve component status.

The annuity estimate you will receive also includes information on annual leave and life and health insurance, in addition to other data.

It is to your advantage to retire with an annual leave balance since the payment for terminal leave will provide you with money while you are waiting for your first annuity check. You should receive that payment about six weeks after you retire.

As for life insurance, the face value of your regular and, if you have it, optional life insurance is shown.

To be carried into retirement, life insurance must have been in force for five years immediately preceding retirement or, if less than five years, from the first day the insurance was available to you. This regulation applies to both regular and optional insurance.

Retaining regular insurance will not cost you anything, but if you have optional insurance you must continue to pay the full cost (except for certain PCES executives) until you reach age 65: Also, when you are 65 both your regular and optional insurance coverage will be reduced monthly, until 25% of its original value is reached.

You may carry your health benefits into retirement, too, if you have been enrolled in the health benefits program for the five years immediately preceding retirement or, if less than five years, enrolled from the date of your first opportunity to do so.

If you are enrolled in an employee organization health plan—such as through a union or management association—you may be required to maintain membership in the employee organization. Check with the individual plan.

As an annuitant, you will be entitled to the same health insurance benefits as active employees enrolled in the same plan, including Open Season changes. Your survivors may also continue health benefits if they are covered under your enrollment.

However, health insurance coverage after retirement will cost you more money. The reason is that the Postal Service's contribution to the plan for active employees is more than other government agencies pay, and when you retire, the federal government, through the Civil Service Retirement Program, contributes the government's lower share for postal annuitants.

Through the National Retirement Counseling System, your personnel office is ready to help you with the answers you need to your retirement questions. ■

A GOLD MEDAL FOR THE MEN & WOMEN OF THE U.S. POSTAL SERVICE

For postal employees it was all in a day's work.

"Everything went as planned," says Selective Service System Director Bernard D. Rostker, referring to the registering of nearly four million 19- and 20-year-old men in nearly 35,000 USPS retail units this past summer.

In recognition of this smooth operation, Dr. Rostker presented his agency's highest award—the Selective Service Distinguished Service Award—to Postmaster General William F. Bolger in the name of the men and women of the U.S. Postal Service.

A citation accompanying the gold medal award noted: "To the men and women of the United States Postal Service. The director of Selective Service proudly presents the Selective Service System's Distinguished Service Award to the men and women of the United States Postal Service in recognition of their outstanding performance during the national registration conducted during the period of July 21 to August 2, 1980.

Selective Service System

THE DIRECTOR OF SELECTIVE SERVICE CONFERS THIS

DISTINGUISHED SERVICE AWARD

UPON

The Men and Women of the United States Postal Service

IN RECOGNITION OF OUTSTANDING SERVICE OF EXTRAORDINARY BENEFIT TO THE NATION AND THE SELECTIVE SERVICE SYSTEM

THIS Fourteenth DAY OF August, 1980

DIRECTOR

Postmaster General William F. Bolger receives the Selective Service System's Distinguished Service Award, on behalf of the men and women of the Postal Service, from Dr. Bernard D. Rostker, the System's director.

The individual and collective dedication and professionalism exhibited by the men and women of the United States Postal Service during the 1980 national Selective Service registration insured that every aspect of the program was accomplished in a timely and efficient manner with minimum inconvenience to the registrants and the public. This contribution to our nation's security and the administration of the Selective Service System is of inestimable value and reflects great credit on the United States Postal Service and the Selective Service System."

Post offices are continuing to accept registrations from men born between 1960 and 1961. On January 5, 1981, the second phase of the program is scheduled to begin. Then, about two million men born in 1962 and January 1963 will register. After that, a permanent registration process begins where men register within 30 days before or after their 18th birthdate. ■

PHOTOGRAPHS BY SAM TSUNODA

MOST UNWANTED

SLIPS

TRIPS

FALLS

Postal enemy #1. That's slips, trips and falls, which are responsible for more postal injuries than any other single cause. Last year, there were 24,102 of these accidents reported, a slight increase over 1978 when 23,882 were recorded.

Of all postal accidents perhaps, slips, trips and falls are the most avoidable both on and off postal premises. Here are some tips on avoiding them:

(1) Organize the work area so that everything has a proper place; (2) wipe up spills and leaks immediately; (3) go up or down stairs one step at a time—and use handrails; (4) do not jump from one level to another, such as off docks or from vehicle tailgates; (5) do not climb over or step on hand trucks, conveyors or other equipment or rolling stock; (6) keep alert while walking; (7) keep to the right in halls, especially when going around corners or through double doors; and (8) walk, do not run.

UNITED STATES POSTAL SERVICE

A premium service, Express Mail, is facing some stiff competition these days from private couriers.

First, there has been a sharp increase in the quantity and quality of competitive advertising and promotion. Ever since Federal Express led the way, promotional activity for overnight and same-day services has been extensive. Recently, it has intensified as Emery, Airborne, Gelco, Purolator and most of the airlines have poured increased advertising dollars not only into broader schedules, but also into four-color print ads and radio and television.

Second, United Parcel Service has entered the advertising sweepstakes with promotion of its Blue Label (Air) Service, targeting against the express businesses and priority mail.

Third, Federal's success and airline deregulation (resulting in severe service cutbacks by the scheduled airlines) have so affected the companies in the field that most of them have followed Federal's lead and obtained their own planes (owned or leased). Emery, Gelco and Purolator have all done this. Lately, United Parcel Service has quietly announced that it, too, "intends to lease aircraft on segments where service by scheduled air carriers is inadequate or not compatible with United Parcel Service's operations."

Recently, the Civil Aeronautics Board granted UPS authority to operate as a domestic, all-cargo air carrier. This poses a new threat to both Express Mail and priority mail.

Yet, overall Express Mail service increased nearly 54% in fiscal year 1979 over FY 78, with 12.5 million pieces in the mail stream. We're projecting about 18 million pieces in FY 80.

At present, we have four types of Express Mail Service: (1) Custom Designed Service, (2) Next Day Service, (3) Same Day Airport Service, and (4) International Service.

Custom Designed Service provides round-the-clock service every day of the year nationwide. The customer has a choice of acceptance and delivery points—such as, any combination of an airport, office, or a designated post office.

Next Day Service provides reliable delivery of small packages by 3 p.m. the day after mailing. Or, the sender can arrange to have the packages picked up by the addressee after 10 a.m. the next business day at destination post offices. Shipments must either be deposited at a Next Day Service acceptance facility by 5 p.m., or picked up (on a scheduled basis) in time to meet the outgoing dispatch.

Plans are currently under way to expand Next Day Service to include all three-digit ZIP Code areas. Networks will be developed for all three-digit ZIP Code areas, cities which are assigned three-digit ZIP Codes, and Airport Mail Facilities.

Same Day Airport Service involves 51 airports in 49 cities (two airports each in New York City and Washington, DC). A customer brings his shipment to a designated Air Mail Facility or Air Transfer Office for transport to another AMF or ATO where it will be available for pickup by the addressee at the time promised. Shipments are dispatched on the next available commercial airline flight.

Ironically, 60% of our Same Day Airport business comes from competitive couriers and shippers. They pick up from their customers, ship it Express Mail Same Day Airport, pick up from us at the destination AMF or ATO, and then deliver the items to their customers themselves.

International Service is available to 15 countries—Australia, Belgium, Bermuda, Brazil, Canada, France, Hong Kong, Japan, Korea, The Netherlands, Singapore, Switzerland, Taiwan, United Kingdom, and West Germany.

Express Reshipment, a new feature added Jan. 9, 1980, permits customers to have mail picked up from a post office box address and shipped to another destination by Express Mail. Film processing firms are major customers.

While Express Mail is growing, we still have a credibility problem. Express Mail customers know this service is dependable, reliable and fast. Potential customers who have not tried Express Mail are skeptical that we can deliver as promised. We have to prove to potential customers we deliver as promised and encourage skeptics to use the service.

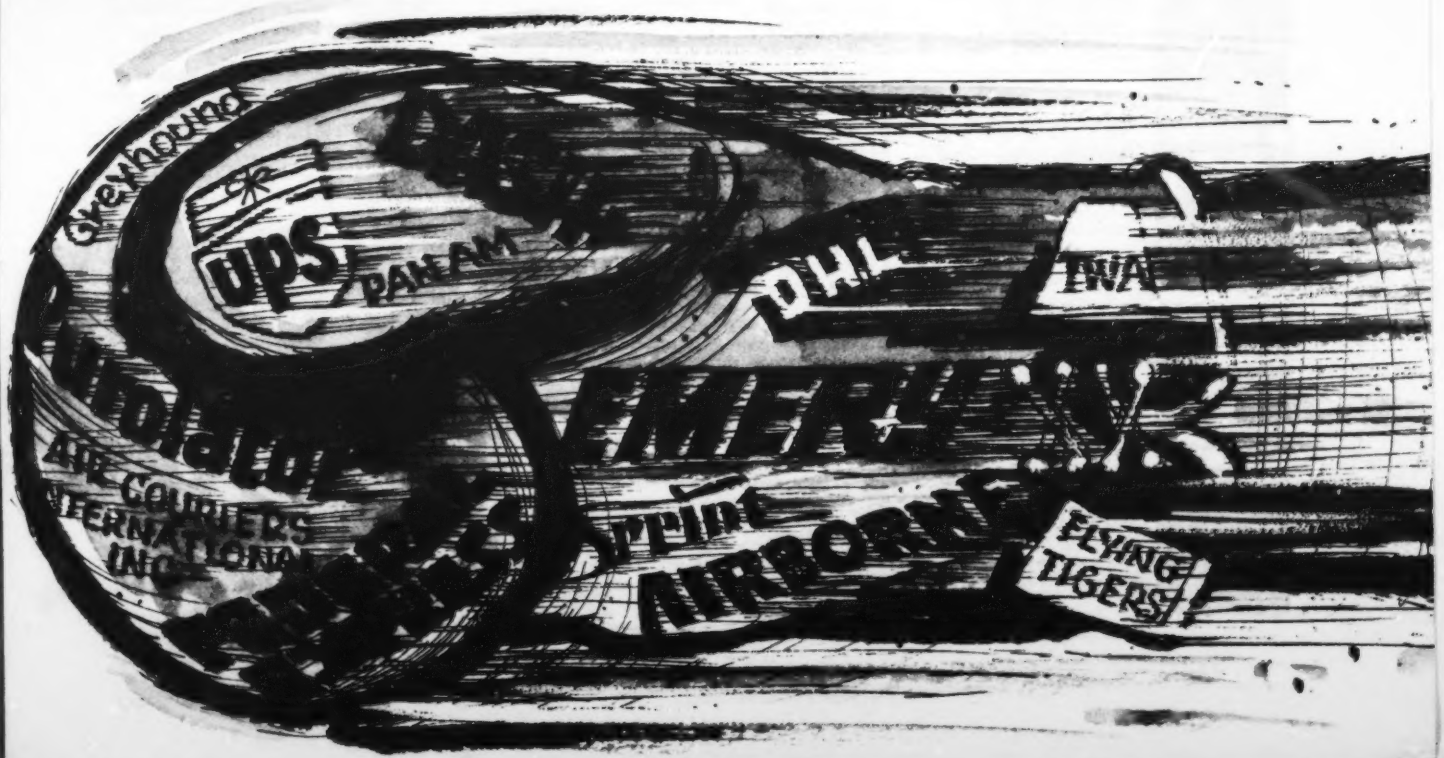
We offer a postage refund which is a money back guarantee if we don't deliver on time. In 1979, we had to refund only about two-tenths of one percent of the revenues collected because we couldn't meet our commitment. The refund percentage is running about the same so far this year.

We've attempted to improve our service offerings, too. For instance, we've placed special Express Mail Next Day Service collection receptacles in strategic postal and non-postal locations for customer convenience. They can deposit their Next Day Service shipments in these boxes for prompt post office handling.

The public is becoming increasingly aware of Express Mail Service as well. Just a few years ago, many postal people discovered that few of their customers knew about Express Mail; some of them had never even heard of the service.

However, consistently good service as well as advertisements, publicity, and sales presentations by postmasters and customer service representatives are paying off. For one thing, recognition of Express Mail as a fast, reliable service is increasing; for another, people who try it like it and use it again. ■

SS MAIL
S.
OURIERS



The Energywhiz Winners

About 6,500 postal employees entered the "Energy Tips" contest in the May-June 1980 issue, and five of them won cash awards and 200 won T-shirts with the slogan, "Energywhiz," emblazoned on them along with the Postal Service emblem.

All winners were selected at random from the correct entries. And although entrants were to find the one item not included in the contest grid, because of an inadvertent error there were two missing items: Ventilation and Storm Doors. If a person had both or either of these two items as the answer, the randomly selected entry was considered correct.

In addition, all entrants had to include an energy tip on the back of the entry envelope. Listed here are the winners and the energy tips of those who are receiving a cash prize:

First Prize ($150)—Ruth J. Lowe, College Park, GA; LSM clerk, Atlanta, GA.

Energy tip: Do not leave hot water running when not using it or the television on when not watching it. This will help to save energy.

Second Prize ($100)—Clyde W. Chastain, Paoli, IN; maintenance, Paoli, IN.

Energy tip: Don't stand with door open.

Third Prize ($75) —William Gallagher, Glen Burnie, MD; maintenance control technician, Washington Bulk Mail Center, Washington, DC.

Energy tip: Save Energy Everyday—It's the American Way.

Fourth Prize ($50)—Dwayne Lee, Arlington, TX; supervisor of mails, Dallas Bulk Mail Center, Dallas, TX.

Energy tip: Insulate your walls and attic to save energy.

Fifth Prize ($25) —Charles Conners, Oakland, CA; letter carrier, El Cerrito Annex, El Cerrito, CA.

Energy tip: For low price bills and safe homes, energy is like a loan.

Sixth through two hundred and five:

Carmen J. Boncouri, Elizabeth, NJ; postal source data technician, Airmail Facility, Newark, NJ.
Leonard M. Adams, Lakewood, OH; letter carrier, Annex Carrier Unit, Cleveland, OH.
Joseph F. Dolezal, Cleveland, OH; transfer clerk, Airport Mail Facility, Cleveland, OH.
A. D. Teague, Hobbs, NM; custodian, Hobbs, NM.
William Barsch, Milwaukee, WI; clerk, Main Post Office, Milwaukee, WI.
Ernest R. Alo, Newfield, NY; letter carrier, Ithaca, NY.
Kathleen Masterson, Lodi, NJ; distribution clerk, Morgan Station, New York, NY.
Cedric Justin Coates, Memphis, TN; clerk, Main Post Office, Memphis, TN.
Lester Wohlers Sr., Waterbury, CT; LSM operator, Waterbury, CT.
Myron E. Boham, Valley, NE; letter carrier, West Omaha Station, Omaha, NE.
Esther Gordon, Rochester, NY; clerk, General Mail Facility, Rochester, NY.
Mary E. Law, Marmora, NJ; rural mail carrier, Marmora, NJ.
Stuart E. Lotts, Greenville, VA; rural letter carrier, Greenville, VA.
Robert Simoncelli, Buffalo, NY; maintenance electrician, Buffalo, NY.
Frank B. Royse Jr., Upton, MA; mail handler, General Post Office, Worcester, MA.
Thomas L. Adkins, Providence Forge, VA; clerk, Main Post Office, Richmond, VA.
Ray Austin, Newell, NC; window clerk, Charlotte, NC.
Mary Ann Fields, LaGrange, NC; substitute rural letter carrier, LaGrange, NC.
Patty C. Hornaday, Mooresville, IN; postal source data technician, Indianapolis, IN.
James Carden, Abilene, TX; carrier technician, Station A, Abilene, TX.
Christopher K. Sjoup, Annandale, VA; foreman of the mails, MSC Northern Virginia, Merrifield, VA.
Beverly J. Lathan, Milwaukee, WI; LSM operator, Main Post Office, Milwaukee, WI.
Larry Wren, Neillsville, WI; letter carrier, Neillsville, WI.
Phyllis A. Cauhill, Roxana, KY; postmaster, Roxana, KY.
John T. Morrison, South Point, OH; rural route carrier, South Point, OH.
Dallas J. Stroshane, Helena, MT; vehicle operation maintenance assistant, Helena, MT.
Dennis Perkins, Bevier, MO; letter carrier, Bevier, MO.
Robert J. Petrie, Berea, OH; letter carrier, Strongsville, OH.
Joseph A. Hamacher, Port Washington, WI; letter carrier, Thiensville, WI.
Max A. Friedrich Jr., Glenmoore, PA; dispatch clerk, Malvern, PA.
N. Lee Archibald, Harrisburg, PA; vehicle maintenance facility mechanic, Harrisburg, PA.
Patricia A. Baumler, Wadena, IA; rural letter carrier, Fayette, IA.
Lawrence F. Montgomery, Louisville, KY; branch manager, St. Matthews Branch, Louisville, KY.
Nina Mlynarski, Rosemont, IL; letter carrier, Des Plaines, IL.
Nanette J. Heffner, Suquamish, WA; clerk, Suquamish, WA.
Rubye Lee Emzish, Chicago, IL; regular career clerk, Main Post Office, Chicago, IL.
William Rissen, Yucaipa, CA; letter carrier, Highland, CA.
Michael Hrina, Clifton, NJ; letter carrier, Passaic, NJ.
William J. Creasman, Kings Mountain, NC; distribution clerk, Charlotte, NC.
James W. Cole, Schaller, IA; postmaster, Schaller, IA.
Charles G. Christunas Jr., Toms River, NJ; mail handler, Toms River, NJ.
Claude Louis Lunsford, Durham, NC; letter carrier, West Durham, NC.
Neil H. McCauley, N. Scituate, RI; distribution clerk, Providence, RI.
Connie Lee Thomas, Liberal, MO; part-time flexible clerk, Bronaugh, MO.
Eugene F. Gabrish, Minneapolis, MN; clerk, Main Post Office, Minneapolis, MN.
Raymond L. Tadlock, Granite City, IL; dock foreman, Main Post Office, St. Louis, MO.
John W. Ellis, Henderson, TX; letter carrier, Henderson, TX.
Shirley A. Moline, Braham, MN; clerk, Braham, MN.
Ed Barbour, Durham, NC; clerk, Research Triangle Park, NC.
Edward Dacko, Carteret, NJ; letter carrier, Carteret, NJ.
Elaine M. Collins, Jamaica, NY; personnel assistant, Brooklyn, NY.
Jeffry L. Steinacker, Provo, UT; mailhandler, Main Post Office, Provo, UT.
M. Esther Beard, Needham, IN; postmaster, Needham, IN.
Melinda Oliver, Arlington, TX; senior stenographer, Dallas Bulk Mail Center, Dallas, TX.
M. Page Jr., Missouri City, TX; general foreman, Houston, TX.
Gladys O'Donoghue, Dumont, NJ; substitute window clerk, Bergenfield, NJ.
E. G. Holland, Halstad, MN; clerk, Halstad, MN.
Paul M. Kampa, Minneapolis, MN; clerk, Main Post Office, Minneapolis, MN.
Cheryl A. Cowen, Altoona, IA; letter carrier, Altoona, IA.
Richard Royce, Wheaton, IL; LSM operator, North Suburban Facility, IL.
Michael G. Pizza, Chicago, IL; stamp supply clerk, Arlington Heights, IL.
Edward E. Smith, Nampa, ID; window clerk, Nampa, ID.
William R. Nelson, Newcastle, WY; flexible clerk, Newcastle, WY.
David B. Edwards, Atlanta, GA; quality control clerk, Main Post Office, Atlanta, GA.
Norman M. Jarvais, Phillipsport, NY; postmaster, Phillipsport, NY.
Dolores Cervantes, Montebello, CA; clerk, AMPC, City of Industry, CA.
James R. Kilgore, Cincinnati, OH; clerk, Cincinnati Annex, Cincinnati, OH.
Dallas Cruchelow, Des Moines, IA; letter carrier, Beaverdale Station, Des Moines, IA.
Barbara L. Haymaker, Mondvale VA; postmaster, Villamont, VA.
Donnie Anderson, Longview, TX; city carrier, Longview South Side Annex, Longview, TX.
Flora S. Jack, Mekoryuk, AK; clerk, Mekoryuk, AK.
Darrell E. Fogelberg, Madison, WI; distribution clerk, Madison, WI.
Marilyn J. Bourassa, Crane, MT; leave replacement, Crane, MT.
Raymond Dickerson, Centerville, KS; postmaster, Centerville, KS.
Paul Dumont, Old Town, ME; window and distribution clerk, Old Town, ME.
Debra K. Thompson, Lizella, GA; MPLSM clerk, Macon, GA.
Louis Alexander Foy, Long Beach, CA; tractor trailer operator, Los Angeles Bulk Mail Center, Bell, CA.
John W. Link, Springfield, IL; letter carrier, Springfield, IL.
Patricia M. Farr, Bonaire, GA; clerk, Kathleen, GA.
Virginia W. Coe, Broadford, VA; postmaster, Broadford, VA.
Rhodell McQueen Jr., Detroit, MI; EEO specialist, General Mail Facility, Detroit, MI.
Raymond G. Luckman, Selden, NY; letter carrier, Merrick, NY.
Helen J. Allmond, Flint, MI; distribution clerk, Main Post Office, Flint, MI.
Terry A. Boettcher, Dundee, IL; part-time flexible clerk, Dundee, IL.
Denis Tompkins, Hyde Park, NY; flexible letter carrier, Hyde Park, NY.
Ray K. Wineland, Coal Center, PA; clerk, North Charleroi, PA.
William Kiss, Joliet, IL; clerk-carrier, Joliet, IL.
William A. Zabukovic, Pueblo, CO; letter carrier, Belmont Station, Colorado Springs, CO.
I. L. Wilson Jr., Portsmouth, VA; letter carrier, Olive Station, VA.
Richard Ricci, Glen Cove, NY; clerk, Roslyn, NY.
Anthony L. Ripchick, Elverta, CA; letter carrier, North Highlands, CA.
Patsy L. Reid, Hiram, OH; clerk, Aurora, OH.
Maurine Lange, Bethel Island, CA; postmaster, Bethel Island, CA.
David Nelson Sweatt, Paducah, KY; letter carrier, Paducah, KY.
Sheldon Weissbuch, Anaheim, CA; manager, mail classification MSC, Santa Ana, CA.
Rolando D. Jimenez, Miami, FL; manager, delivery & collections, GMF, Miami, FL.
George H. Craig, Cayucos, CA; window clerk, Cayucos, CA.
John S. Hughes, Central Islip, NY; MVO, Hicksville, NY.
Rona A. Tucker, Hawthorne, CA; clerk, Marina Mail Processing Center, Marina Del Rey, CA.
Rosemary A. King, Long Creek, OR; part-time flexible clerk, Long Creek, OR.
Thomas Lee Byrd, Orrum, NC; rural letter carrier, Orrum, NC.
Reuben H. Gibson Jr., Fallsburg, NY; postmaster, Woodridge, NY.
Donald Franklin Harry, Seattle, WA; distribution clerk, Seattle, WA.
Hugh K. Hembree, Mableton, GA; MPE, Bulk Mail Center, Atlanta, GA.
J. P. Lopez, San Francisco, CA; letter carrier, Rincon Annex, CA.
Ray Pacheco, Taunton, MA; clerk, Taunton, MA.
Ronald M. Castrianni, Lenexa, KS; distribution clerk, Kansas City, MO.
Jasper H. Frogge, Centerville, IA; rural letter carrier, Centerville, IA.
Freda E. McKeehen, Sulphur Springs, OH; flexible part-time clerk, Sulphur Springs, OH.
Michael J. Perroni Jr., Plymouth, MA; clerk, Plymouth, MA.
Florence M. Cowden, White City, OR; rural letter carrier, Eagle Point, OR.
Bruce Fodor, Leonia, NJ; MPE, Morgan GMF, New York, NY.
Maria E. Rios, Lovington, NM; substitute clerk, Lovington, NM.
Howard E. Wood, Harwich, MA; rural letter carrier, Harwich, MA.
Robert N. Windisch, Blue Ridge Summit, PA; LSM operator, Frederick, MD.
Joyce A. Quinby, Hiawatha, IA; letter carrier, Hiawatha, IA.
Lester L. Flowers, Chandler, IN; rural letter carrier, Grandview, IN.
Sharon Smith, Yucca Valley, CA; clerk, Palm Springs, CA.
Edward Foster, Jersey City, NJ; general mechanic, North Jersey 070 Facility, Kearny, NJ.
Merlin J. Nelson, Dorchester, IA; rural letter carrier, Dorchester, IA.
Ruth C. B. Williams, Windsor, CA; flexible clerk, Main Post Office, Santa Rosa, CA.
Leland H. Rogers, Midland, MI; rural letter carrier, Midland, MI.
Edna L. Foust, Seanor, PA; postmaster, Seanor, PA.
Lorraine Smith, Bayside, NY; clerk-stenographer, General Post Office, New York City, NY.
Walter P. Simon, Fresno, CA; clerk, Main Post Office, Fresno, CA.
Efterpia Nikitas, Hicksville, NY; clerk-stenographer, Hicksville, NY.
J. W. Poll, Walkertown, NC; automotive mechanic Vehicle Maintenance Facility, Winston-Salem, NC.
Alease B. Rutger, Newport News, VA; automated mark-up clerk, General Post Office, Norfolk, VA.
Vete W. Squier, Brownell, KS; postmaster, Ransom, KS.
Christine Anne Carter, Wyandotte, MI; letter carrier, Wyandotte, MI.
Edward H. Schutterle, Norway, IA; rural mail carrier, Norway, IA.
Agnes A. Williams, Poseyville, IN; rural mail carrier, Poseyville, IN.
Sandi S. Mansfield, Pinole, CA; secretary/stenographer, Richmond, CA.
Eddie D. Park, Wilsonville, NE; flexible clerk, Wilsonville, NE.
Charles F. Hickman, East Brookfield, MA; rural carrier, East Brookfield, MA.
Leslie C. Newhouse, Orange Park, FL; tractor trailer operator, Jacksonville BMC, Jacksonville, FL.
John B. Roberts, Austin, TX; window-distribution clerk, Capital Station, Austin, TX.
Prescott W. Chase, Portsmouth, RI; distribution clerk, Newport, RI.
David B. Rose, Oxon Hill, MD; supervisor, Washington Bulk Mail Center, Largo, MD.
Lynetta L. Atkins, Chicago, IL; regular mailhandler, South Suburban Facility, Chicago, IL.
Ronald DePatie, Oakland, IL; customer service representative, MSC South Suburban, IL.
Richard S. Dateaman, Columbia, PA; letter carrier, Columbia, PA.
Edwin A. Mammele, Quakertown, PA; clerk, Quakertown, PA.
Ernest W. Lee, Macon, GA; mixe clerk, Macon, GA.
Mike McFarland, Springfield, MO; outgoing clerk, MHF, Springfield, MO.
Charles Lee Mitchell Sr., Memphis, TN; EEO counselor, Memphis, TN.
John Schoch, Mankato, MN; foreman/mails, MSC, Mankato, MN.
Dennis George Demarse, Romulus, MI; letter carrier, Joyfield Station, Detroit, MI.
J. C. Harvill Jr., Lilburn, GA; letter carrier, Atlanta, GA.
Joseph N. Papa, Miami Shores, FL; central mark-up clerk, General Mail Facility, Miami, FL.
Ernest J. Luster, Lansing, IA; postmaster, Marquette, IA.
Shirley A. Tucker, Tampa, KS; postmaster, Tampa, KS.
Glenn A. Smith, Wappingers Falls, NY; letter carrier, Imperial Plaza Station, Wappingers Falls, NY.
James R. Butler, Nashville, TN; letter carrier, Uptown Branch, Nashville, TN.
Marilynn Loresch, North Lake, IL; PTF clerk, Wheaton, IL.
Ellen McDonagh, Forest Hills, NY; automated mark-up clerk, Church St. Station, New York City, NY.
Clarice F. Berns, Sister Bay, WI; part-time flexible clerk, Sister Bay, WI.
John M. McElvain, Centerville, IA; postmaster, Numa, IA.
Richard Shenberger, Milford, NJ; letter carrier, Flemington, NJ.
Dorothy Clark, Brooklyn, NY; rural carrier, Morgan GMF, New York, NY.
Mozelle Blankenship, Chouteau, OK; clerk, Chouteau, OK.
Wilma R. Dargel, Limeridge, WI; postmaster, Limeridge, WI.
Margaret H. Conners, Houston, TX; letter carrier, William Rice Station, Houston, TX.
Charles W. Henly, Chicago, IL; postal source data technician, Main Post Office, Chicago, IL.
Valentine J. Keiper, Ft Lauderdale, FL; letter carrier, Oakland Park, FL.
Hartis B. Abernathy, Chicago, IL; distribution clerk, Main Post Office, Chicago, IL.
Dawn J. Walls, Bow, WA; clerk, Bow, WA.
Glenn O. Christianson, Boise, ID; accounting technician, Main Post Office, Boise, ID.
Robert D. Schumann, Ripley, OH; clerk, Ripley, OH.
Oscar C. Wood, Phoenix, AZ; letter carrier, Osborn Station, Phoenix, AZ.
Cliff Browning, Fort Worth, TX; supervisor, mails MPLSM, Main Post Office, Fort Worth, TX.
Loyce A. Flurry, Van Buren, AR; clerk, Van Buren, AR.
Charles G. Peyton, Oxnard, CA; clerk, Main Post Office, Ventura, CA.
Samuel E. Mathias Jr., Slippery Rock, PA; philatelic clerk, New Castle, PA.
Louise McCool, Brighton, MA; clerk, South Postal Annex, Boston, MA.
William R. Lashmet, Winchester, IL; postmaster, Winchester, IL.
Sophie T. Dzienis, Hartford, CT; secretary, Hartford, CT.
Audrey A. Hotmar, Lowell, WI; postmaster, Lowell, WI.
Rosalee Thudium, New Boston, MO; relief clerk, New Boston, MO.
Edith C. Jaeger, Milwaukee, WI; clerk, Main Post Office, Milwaukee, WI.
Linda M. Rossoll, Berea, OH; part time flexible clerk, Berea, OH.
Sandra Kay Keen, Augusta, GA; LSM operator, Augusta, GA.
William Medeiros Jr., New Bedford, MA; letter carrier, New Bedford, MA.
Clarence E. Faust, Kiel, WI; letter carrier, Kiel, WI.
Audrey Shaw, Sterling, NY; postmaster, Sterling, NY.
Robert F. Bennett, Chrisman, IL; postmaster, Chrisman, IL.
Anne Marie Kirchem, Woodacre, CA; flexible clerk, Forest Knolls, CA.
Thomas D. Chaplik, Pittsburgh, PA; distribution clerk, AMF, Pittsburgh, PA.
Audrey E. Jokl, Iron, MN; postmaster, Forbes, MN.
Gordon E. Zeigle, Warren, IL; rural carrier, Warren, IL.
Jeffery J. Landry Jr., Lafayette, LA; LSM operator, Main Post Office, Lafayette, LA.
Margaret Rudzik, Kalamazoo, MI; letter carrier, Kalamazoo, MI.
Virginia M. Fogle, Cromwell, IA; postmaster, Cromwell, IA.
George Gilchrist, Mumsey, NY; letter carrier, Monsey, NY.
Gerhardt H. Hartke, Wood Lake, MN; rural carrier, Wood Lake, MN.
Linda Brown, Garden Grove, CA; LSM relief operator, Anaheim, CA.
Jean Adams, Pine Grove, WV; part-time flexible clerk, Smithfield, WV.
Edwin B. Rasmussen, Seattle, WA; mailhandler, Main Post Office, Seattle, WA.
Ted Buchholz, West Point, NE; rural carrier, West Point, NE.
Harry Zebrowski, Warren, MI; letter carrier, Hamtramck, MI.

ZIP CODE CONTEST

The nine-digit ZIP Code is coming —the original five digits plus four more!

Here is an opportunity to win some prizes by answering the nine questions below and circling or writing the correct answers, as directed, in the blocks provided below.

To qualify, you must use the entry form, and submit it along with this entire page. Thirty prizes will be awarded to the winners. They are: 1st prize—$150; 2nd prize—$100; 3rd prize—$75; 4th prize—$50; 5th prize—$25; 6th through 30th prizes—1979 Mint Sets of U.S. commemorative stamps.

The selection of the prizes will be determined by a random drawing from the correct entries. The first correct entry drawn will be the first-prize winner; the second correct entry drawn will be the second-place winner, etc.

Entries must be postmarked before midnight, October 31, 1980, and winners' names will be published in the January-February 1981 issue of Postal Life.

RULES:

1. All Postal Service employees are eligible, except employees in Headquarters or Headquarters-related units.
2. All entrants must complete the entry coupon.
3. All entries become the property of the U.S. Postal Service, and none can be returned or acknowledged.
4. Mail entries to: ZIP Code Contest, Room 10923, U.S. Postal Service, Washington, DC 20260. (Note: Entries addressed otherwise will be declared ineligible.)
5. Entries must be postmarked before midnight, October 31, 1980, to be eligible.

1 What is the name of the popular board game depicted here? Circle the correct answer:

Clue Parcheesi Scrabble

2 What is the name of this pool game?

Circle the correct answer:

Nine Ball

Chicago

Rotation

3 Starting from GO you roll

Which Monopoly property do you land on?

Circle the correct answer:

Park Place Community Chest Connecticut Ave.

4 A plane figure with five sides & five angles is called a pentagon.

One with four angles & four sides is a rectangle.

What is one with nine angles and nine sides?

Circle the correct answer:

Nonagon Pentasquare Hexagon

5 On a regulation softball team there are 10 players. How many are there on a regulation baseball team? Check the correct baseball:

6 What is the name of the bowling game (played without a headpin) depicted here?

Circle the correct answer:

Candlepins Tenpins Ninepins

7 Some athletes are so well known that fans even know their uniform numbers. Fill in the uniform number for the following:

Joe DiMaggio # Lou Gehrig # Sonny Jurgensen? #

8 Name the games depicted here:

9 12345-6789 the new expanded ZIP Code adds up to:

Circle the correct answer:

a Better readability
b Increased productivity
c Stable rates
d Greater availability of unique ZIP Codes
e Greater opportunities for business mailers
f Fewer postal handlings
g Greater customer satisfaction
h Easier route adjustments
i Increased control of incoming mail
j All nine of the above

Note: The entire page must accompany this official entry form.

NAME

HOME ADDRESS

CITY STATE ZIP

HOME TELEPHONE NO. (INCLUDE AREA CODE)

JOB TITLE FACILITY WHERE EMPLOYED

POSTAL PERSONALITIES

Dr. William Hewlett

I haven't forgotten," says Dr. William M. Hewlett. Hewlett, who became medical officer of the Brooklyn, NY, Post Office earlier this year, is a former letter carrier and mail handler.

He started his postal career as a carrier in the summer of 1942, went into the Army Air Corps shortly after, and returned to the Jamaica, NY, Post Office as a mail handler in 1946.

In the meantime, Hewlett entered Hunter College in New York to complete pre-med requirements, and in 1947 left the post office for an interim job with the board of education. He graduated from medical school in 1951.

After many years in private practice as a pediatrician, Hewlett, who is 60, decided to return to government employment. "I've already got five years toward retirement," he says, "what with my previous postal work and military time."

And because of his postal experience, he says, "I can relate to the attitudes and complaints of today's postal workers. I know that dogs chase carriers," he adds, chuckling. ■

David Caesar

David Caesar, a distribution clerk in the Inglewood, CA, Post Office, has an insider's view of show business. His younger brother is Sid Caesar, one of television's best known comics.

Caesar the postal worker also has some show business credits, having worked with his brother on the old "Caesar's Hour." "I worked mainly in the writers' room," David says, "with Carl Reiner, Mel Brooks, Neil Simon, and the others who were Sid's writers at the time." He also performed as an actor on TV and in summer stock.

Today, David only dabbles in the business, occasionally giving his brother an idea for a skit.

David's start in the post office came 19 years ago in New York City. "My brother was going to California, and I stayed behind and got married. I became a Christmas casual at the New York General Post Office, and I liked the work. I took the exam and went to work full-time at GPO."

Later, he moved to the post office in Yonkers, NY, and 12 years ago followed his brother to the West Coast. He started in Beverly Hills and when that famous city's mail processing was moved to Inglewood's Marina Facility in 1978, Caesar followed.

Caesar, 67, plans to return to show business when he retires his postal togs in 1981. ■

Marty Ferraro

You always have a puppy," says Marty Ferraro, "but when you have to give it up, it's darn hard. The only thing is you know you're doing a service for a sightless person."

Ferraro, a window clerk in the Maplewood, NJ, Post Office, was referring to the unique hobby he and his wife, Eileen, share. They raise Seeing Eye dogs for Seeing Eye of Morristown, NJ.

"We were talking about getting a dog a number of years ago," says the six-year postal veteran, "but we couldn't agree on a breed. Then we heard about Seeing Eye. It's the best of both worlds. You always have a puppy; we keep them for a year. We get a dog when it's about two months old; they're the best of the breed because they like people."

Seeing Eye pays all veterinarian

bills, for all accessories and provides a monthly stipend for food.

Only 15% of the dogs raised by people like the Ferraros are finally accepted for matching with blind owners. Seeing Eye's standards are strict, says Ferraro, and many dogs eventually wash out because of physical problems or for being too timid or too aggressive.

Ferraro also trained guard dogs at one time. ■

Bob Wyss

They call him "the hulk of the bulk."

Bob Wyss, a tour 3 labor custodian at the New York Bulk and Foreign Mail Center, is a bodybuilder. He competed recently in the Mr. New York City competition, winning first place. And, he was poised to compete in the Mr. U.S.A. contest as well.

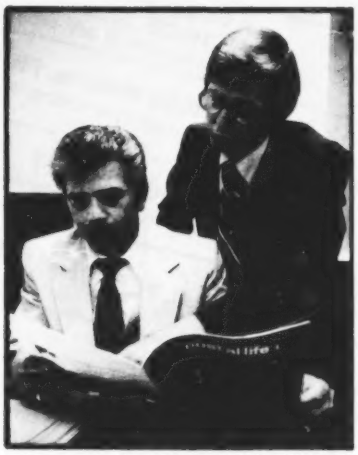
Already the winner of a number of bodybuilding contests, Wyss started muscle building when he was a 16-year-old high school student. After seven years, he strayed from the sport, resuming it three years later.

A bodybuilder, says Wyss, needs good muscle definition and body proportion and a style of presenting himself in public. He likes to think of bodybuilding as sculpture, with his own body as the clay.

To keep fit, a set of barbells at home will do, he says, adding that if you're into competition, training at gymnasiums is better. First, there are plenty of mirrors to monitor your progress. Second, there are people there who can give you constructive criticism.

Every muscle must show some definition. And, unlike most competitive sports which are normally only for the young, bodybuilding can be done and won as long as a person keeps himself in good form.

Wyss shows good form. At 5 ft. 7 in. he has an 18-in. arm and calf, a 48-in. chest, 25-in. thigh, and a 30-in. waist. ■



Frank Mezzanotte & Ed Schmidt

Two new members of the Postal Life Advisory Board are Ed Schmidt Jr. of Allentown, PA, representing the Eastern Region, and Frank Mezzanotte of New Haven, CT, representing the Northeast Region.

They will serve on the board for one year, meeting bi-monthly with representatives from the other postal regions to report on the reactions of fellow employees to Life articles that appear in print.

Mezzanotte, who lives in Milford, CT, has been a city carrier for 25 years. "I selected being a carrier," he says, "because I knew it would present many challenges.

"I especially enjoy my work in that it keeps you in direct contact with many types of people daily, and rather than just being 'customers' they become 'friends' and there is always a mutual respect for each other."

Active in the National Association of Letter Carriers union, Mezzanotte says his hobbies are "quite ordinary." He likes sports, outdoor activities, music and dancing.

Schmidt, meanwhile, is a distribution and window clerk. He began his postal career in 1966, and says, "To me, the window clerk is one of the most important jobs in the Service. It's where it begins. The contact with the public gives you the opportunity to really sell the Postal Service. It gives you the chance to right the wrong the media sometimes does us. You really have a lot more to sell than stamps."

Schmidt has several hobbies: bowling, gardening and cooking. ■

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POSTMASTERS
When an employee moves, please remind that person to fill out PS form 1216 (Employee's Current Mailing Address) and to submit it to the personnel office in the post office where he works, making certain the employee's Social Security Number and the office's finance number are included. Do not send change of address to Postal Life.

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For every house and business there'll be four more digits in their ZIP Code, and the expanded system will help postal employees in their work.

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Rumors should be nipped in the bud. Otherwise, innocent people can be hurt. But sometimes we should also pay attention to what rumors are really telling us.

7 **KNOW BEFORE YOU GO**
A new retirement system will help eligible employees know what they're entitled to receive when they punch out for the last time.

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U.S. Postal Service
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14/3

postal life

nov.-dec., 1980

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MAKING SP

We do more t

PHOTOGRAPH BY PATRICK S. McCABE

IRITS BRIGHT

an deliver the mail

The letter had arrived with the hundreds of others that pour into the Chicago Post Office every day around this time of year. It was addressed, "Santa Claus, North Pole."

But this one was different.

The message, scrawled meticulously by a childish hand, lacked the usual references to toys, reindeer, and good behavior. It was a concerned appeal:

"Dear Santa:

"Please give Daddy some magic to make his leg feel better. It hurts where the robber shot him. Please don't take my baby brother to heaven. He is sick, but I told God I would take care of him. And Santa, give Mommy new eyes that don't cry."

A sad reminder that for some Christmas is not a joyful time of year. For some families who are always in need or just down on their luck at the time, the holiday season can only magnify their desperate straits.

But many will have a merry holiday despite their misfortunes. And they will have postal employees to thank. Christmas cards and packages are not the only holiday cheer postal people deliver. They also carry on a tradition of aiding those who are in need at this time of year.

The spirit has manifested itself in New Lisbon, NJ, for 14 years, ever since Postmaster Jim Doyle thought it might be nice to throw a little Christmas party for the customers of his office, which employs himself and two part-time flexible clerks. More than 6,000 people showed up last year for Doyle's party, among them several bus loads of handicapped children. He is expecting an even bigger turnout this year.

"I have a definite philosophy," says Doyle. "I believe each and every one of us should do something, no matter how minor, to make it easier for the next guy. This business about it being better to give than to receive is the truth."

Last year Doyle himself donated 2,000 gifts that were given to the children. Buses to transport kids coming from hospitals and orphanages, along with tractors for hayrides, are loaned to the postmaster. The party also includes the appearance of local celebrities and Santa Claus.

He pays for most of it out of his own pocket. "It costs me several thousand dollars each year, but it's well worth it. I often think of all the kids who have come through here in the last 14 years. I think they'll carry with them a good feeling about the post office."

The hope that their charity will reflect favorably on the Postal Service is a recurring thought among employees who make a habit of spreading goodwill during the holidays. They want to polish the public's image of the Service, rather than take personal credit for their selflessness.

That's why Claudis Johnson, a mail handler in the Houston, TX, Management Sectional Center, started a program of answering Santa Claus letters from poor children 13 years ago. He says he sensed a negative attitude toward postal employees from the public, and to combat it, he arranged for fellow mail handlers to volunteer to read the letters on their own time, select several, and send those families food, clothes and toys, all donated by postal workers.

The program was so successful that it has expanded to include postal employees throughout the Houston area. More than 15,000 letters were read last year, Johnson says. But it hasn't put a strain on the resources.

"Now, we have more employees who want to help than we have needy letters," he says. "It's a fun thing, even though it works us quite hard. We spend all night Christmas Eve delivering baskets of food, clothes, and toys. We feel like we're doing something not only for the general community, but for the postal community, too."

For the last five years, Houston employees have chosen one family to "adopt" for the entire year. The children are taken on outings regularly and each family member receives gifts for his or her birthday.

Johnson recalls that the most touching letter received was from a blind and crippled boy who had written to Santa Claus in braille, asking for a special tape recorder used by the blind. After the letter

continued

Theodore Blauvelt, a carrier in Baltimore, MD, has something in his bag for William Brown, a neighborhood youngster.

was translated, one of the machines was located in Chicago. It was purchased and presented to the youngster on Christmas Day.

"The true meaning of the season is not dead," says Johnson. "The spirit of Christmas is not what an individual receives, but what's in his heart."

Theodore Blauvelt, a three-year part-time flexible carrier in Baltimore, MD, echoes Johnson's feelings. Two weeks before Christmas each year, Blauvelt dyes his long red beard and hair white, dons a Santa Claus cap, and makes his rounds with a supply of candy canes to pass out to children.

"I like to see kids happy, and you can't describe in a million words the expression on their faces when they see me," Blauvelt says. "People comment and say how nice it is that there are people who have the Christmas spirit. I like doing things like this. I think it gives the post office a shot in the arm."

From all over the country there are examples of postal people extending themselves to help people at this time of year. Here are just a few examples:

• Supervisors in the Tampa, FL, MSC annually donate food, clothing and money to the children of migrant workers in Ruskin, FL. Last year they managed to persuade a shoe store to donate 200 pairs of shoes to the migrants. "No one person can take credit for it," says Pete Peterson, manager of Retail Sales and Services. "It's a lot of postal people pitching in."

• Postal employees in Seattle, WA, last year gave $1,600 they raised to a local children's orthopedic hospital and an emergency food program run by local churches. They also gave 2,200 pounds of food to the church program. The donations were coordinated by the Equal Employment Opportunity office.

• For 10 years, Warren Chew, a carrier at Philadelphia's Fairmount Station, has organized a Christmas party for about 100 children who attend a nursery school a couple of blocks from the station.

"The whole station donates money and we give it to the school to buy gifts for the kids," says Chew, who also persuades one of his fellow carriers to dress up as Santa Claus for the party.

"You should see the expression in those kids' eyes when Santa Claus gives the gifts out," he says. Chew feels he is carrying on in the spirit of his late father, a carrier for 31 years in Haverford, PA. The elder Chew was known throughout the city as the "candyman" for his practice of passing out treats to children along his route.

• Since 1971, Gene Iannone, a carrier at Los Angeles' Village Station, and retired carrier Andy Harris have collected money and toys from fellow workers at the station to present to the Porterville State Hospital for retarded children in Bakersfield, CA. The carriers say they began the program to show people that postal employees "do something more than deliver mail."

• Each Christmas the Atlanta, GA, Inspection Service takes a Santa Claus letter from a needy child and provides the family with the items necessary for a happy holiday.

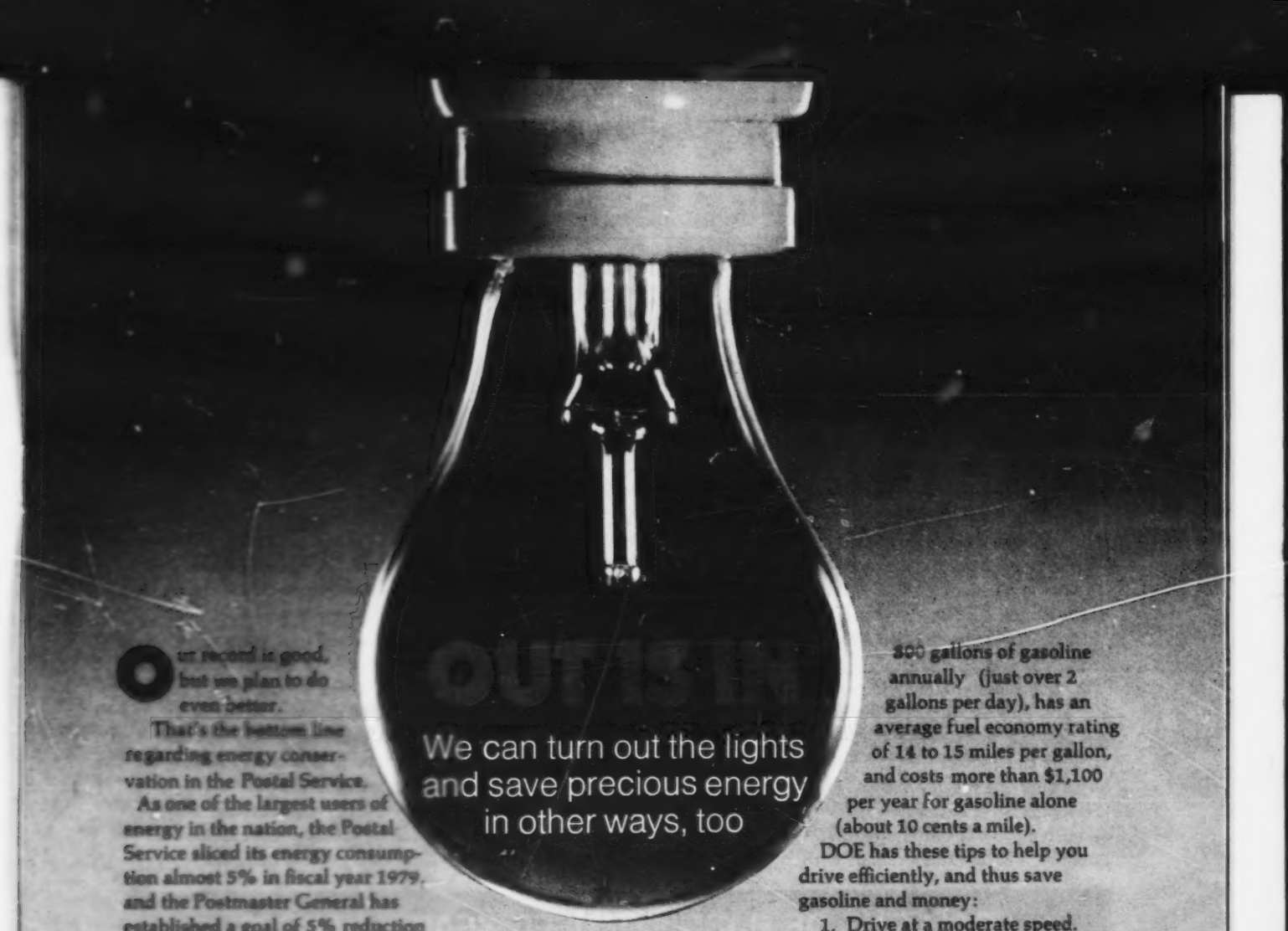
• When the Boston, MA, Post Office received a letter last year from the affluent suburb of Wellesley that asked for help, a carrier was sent to investigate. He found the letter was written by a woman whose 40-year-old son-in-law was dying of cancer. His wife, the woman's daughter, had two children and was eight months' pregnant. The entire family was living on the woman's Social Security pension. The staff of the Wellesley branch came to the rescue with food, money, and gifts.

And what about the Chicago child who asked Santa Claus to help her family? Members of the postmaster's staff, who read the Santa letters, turned it over to a local television station. After the letter was read on the air, telephone calls offering to help came pouring into the post office. The family had a merry Christmas. ■

— Ralph Stewart

Warren Chew, a carrier at Philadelphia's Fairmount Station, entices a shy youngster to accept Santa's gift. For 10 years, Chew has organized a Christmas party for about 100 children who attend a nearby nursery school.

PHOTOGRAPH BY JOHN P. SGRILLO



We can turn out the lights and save precious energy in other ways, too

Our record is good, but we plan to do even better.

That's the bottom line regarding energy conservation in the Postal Service.

As one of the largest users of energy in the nation, the Postal Service sliced its energy consumption almost 5% in fiscal year 1979, and the Postmaster General has established a goal of 5% reduction in FY 80 and FY 81.

When all the bills were totaled for energy costs in FY 79, the Postal Service had spent approximately $157 million for utilities and $61.4 million for gasoline to run the postal-owned fleet. Since then, costs of all energy have risen dramatically.

"The reality, though, is that we cannot let up in our efforts to conserve," says Postmaster General William F. Bolger. "We cannot allow ourselves to be lulled by what most likely is a temporary glut of energy supplies. The gas lines of previous years may be memories today, but they're vivid memories that can become reality again tomorrow. And every time we receive an energy bill, we realize how vulnerable we are as we see prices continuing to rise."

On these pages, Postal Life takes a look at what you can do to conserve and what the Postal Service is doing.

PHOTOGRAPH BY PATRICK S. McCABE

Postal Poolers

Approximately 266,500 postal employees responded to a survey taken of all facilities with more than 100 employees. The object of the survey: to determine the extent of ridesharing and use of public transportation. Of those who responded, 28% rideshare, use public transportation, walk or bike to work.

The Postal Service also continues to encourage employees to use car pools and van pools to get to and from work.

Tips to Help You Drive Efficiently

If you're a typical driver, according to the Department of Energy, your car travels more than 11,000 miles per year, consumes nearly 800 gallons of gasoline annually (just over 2 gallons per day), has an average fuel economy rating of 14 to 15 miles per gallon, and costs more than $1,100 per year for gasoline alone (about 10 cents a mile).

DOE has these tips to help you drive efficiently, and thus save gasoline and money:

1. Drive at a moderate speed. The most efficient range usually is 35 to 45 miles per hour. On the highway, where you may need to maintain a higher speed, stay at 55 mph.
2. Drive at a smooth and steady pace. Press lightly but steadily on the accelerator. Avoid tailgating, unnecessary accelerating, and unnecessary braking.
3. Drive defensively. Anticipate traffic flow 10 to 12 seconds ahead. Maintain 2 or 3 seconds of buffer space between your car and the others around you.
4. Don't idle the engine for longer than 30 seconds. Idling gets 0 miles per gallon.
5. Keep windows closed when driving at highway speeds. Open windows increase wind resistance by creating drag. If the outdoor temperatures permit, use flow-through ventilation. If heating or cooling is needed, use a moderate setting.

continued

Better Mileage Saves You Money

Good, sensible car care adds up to better mileage and dollar savings. Here are some car care tips from the Department of Energy:

1. Check tire pressures regularly. Keep tires inflated to the manufacturer's highest recommended level. Most such recommendations are for cold pressure, so buy a good quality gauge and take readings before starting out. You can improve mileage 1% for every 2 pounds of tire pressure needed to bring them up to standard.

2. Buy radials. They will generally give 3 to 5% improvement in gas mileage in the city, and up to 10% on the highway. When you buy a new car, specify radials. They last longer, give better mileage, and often provide better steering qualities. But don't mix radials with conventional tires—it can be dangerous.

3. Align wheels. Improper wheel alignment can increase fuel use and cause unnecessary tire wear.

4. Adjust brakes. Brakes that drag or grab unevenly rob you of gasoline, and can be dangerous.

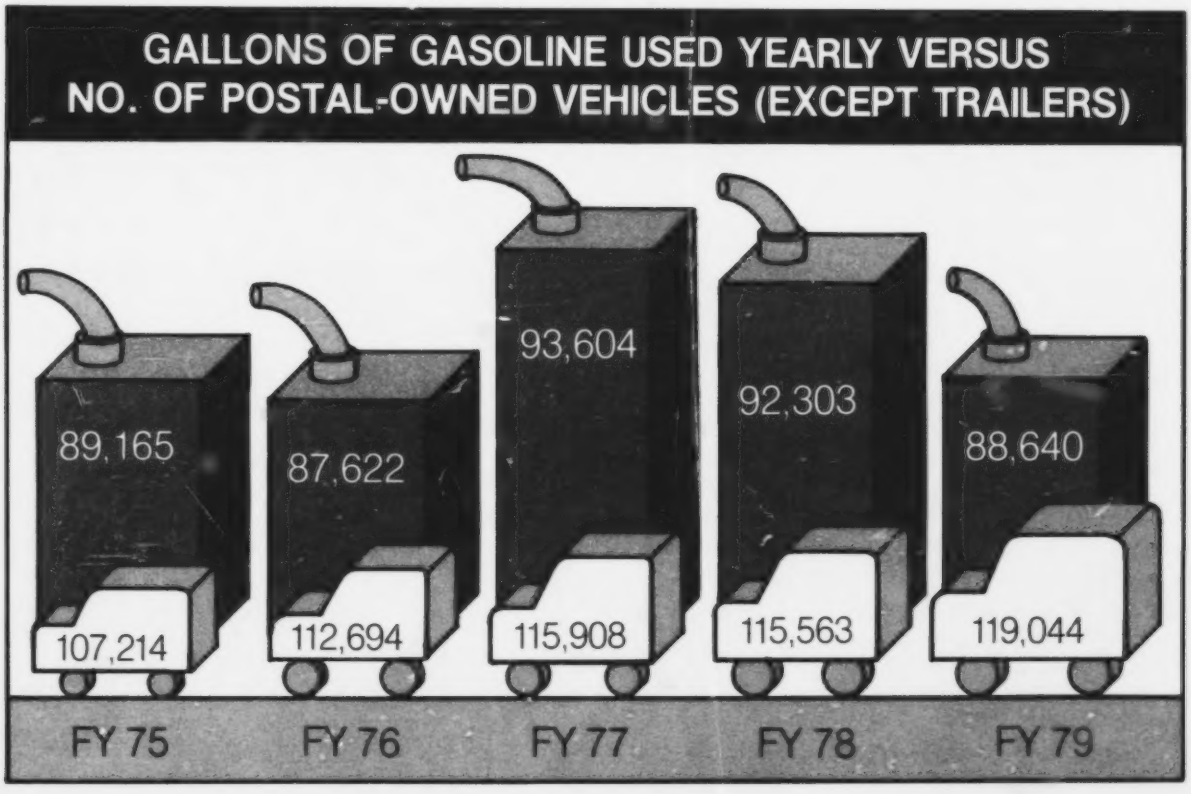
5. Use gasoline of the proper octane rating. The owner's manual gives the gasoline octane rating and gasoline type recommended by the auto manufacturer. What you want is octane just high enough to prevent knocking.

6. Check and change oil and oil filter at recommended intervals. Every time you add gasoline, check the oil. Dirty oil or a low oil level can cause friction and wear that rob you of gasoline mileage and can seriously damage your engine.

7. Use a good quality SE multigrade (multiviscosity) oil. Look for the API SAE rating on the container. Multi-grade oils like 10W-30 and 10W-40 help reduce internal engine friction and give better gasoline mileage than single-grade oils. Do not use an oil of higher viscosity than recommended in your owners manual since heavier oils tend to increase friction and decrease mileage efficiency.

8. Little things count. Don't overfill the gas tank. Don't carry unnecessary weight. For every additional 100 pounds, mileage goes down as much as 4/10ths of a mile per gallon. For safety's sake, never carry a can of gasoline in the trunk.

9. Tune your engine. If your engine is hard to start, hesitates, sputters, idles roughly, or the like, you are losing mileage and you or your mechanic should check its condition immediately. You may only need to clean and adjust spark plugs and ignition points, replacing if necessary; check timing; and replace air and fuel filter elements. Depending on the condition of your

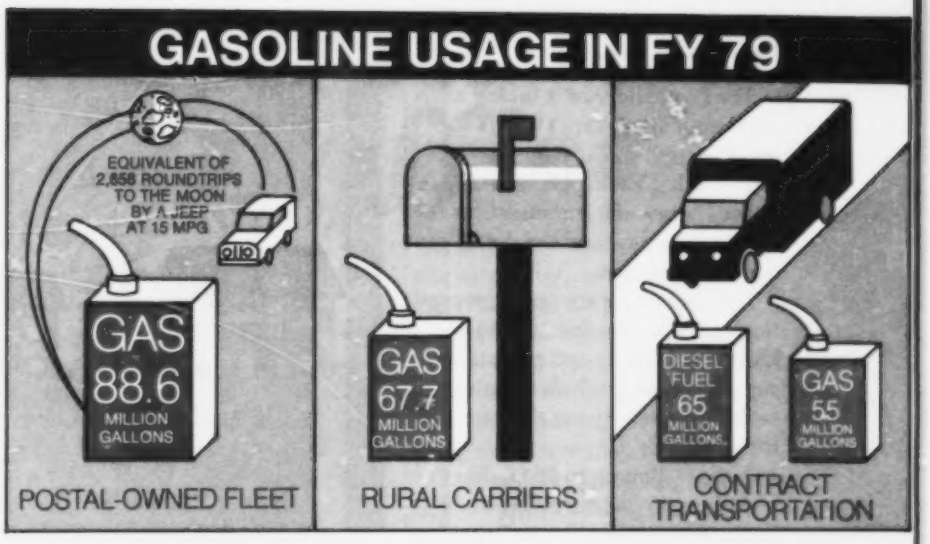


engine and how much you drive in the course of a year, you could save up to 12% on your gasoline bills.

Add Up Your Savings,
Step by Step,
Gallon after Gallon,
Tankful after Tankful,
Year after Year

If you take all of the steps in this column:	It's the same as saving about this much on each gallon of gasoline: If gas costs $1.40
How To Drive More Efficiently	
Warm engine correctly	
Drive at a moderate speed	
Accelerate briskly and steadily	
Anticipate what's ahead—leave buffer around your car	
Flow smoothly through traffic	
. . . altogether	8¢
How To Plan Your Trips	
Rideshare to work with a friend	7¢
Plan family errands	
—combine trips	
—use the telephone and mail	
—ride with others	
. . . altogether	4¢
Plan social and recreational trips	
—combine trips	
—rideshare	
. . . altogether	4¢
How To Care for Your Car	
Inflate tires to highest recommended pressure	2¢
Select high-mileage oil	3¢
Get tune-up and adjustments when needed	2¢
How To Choose Your Next Car and Tires	
Buy radial tires	2¢
Replace your present car with another that gets 10 mpg more than your present one	31¢
You can save	63¢

SOURCE: Transportation Programs, Conservation and Solar Energy, U.S. Department of Energy, Washington, DC 20585.


GASOLINE USAGE IN FY 79
EQUIVALENT OF 2,858 ROUNDTRIPS TO THE MOON BY A JEEP AT 15 MPG
GAS 88.6 MILLION GALLONS
POSTAL-OWNED FLEET
GAS 67.7 MILLION GALLONS
RURAL CARRIERS
DIESEL FUEL 65 MILLION GALLONS
GAS 55 MILLION GALLONS
CONTRACT TRANSPORTATION

No Gas Headaches for This Clerk

Mike Morrison, a finance clerk in the Memphis Post Office, saves about $150 every month by not buying gasoline. He owns one of the few production model electric cars on the market today.

Morrison, who bought his "gasless carriage" in March, drives it to and from work—a 36-mile round trip.

The vehicle has eight batteries and is equipped with its own internal charger. "All you have to do," he says, "is plug it into a regular 110-volt electric outlet. An overnight charge provides a range of approximately 40 miles."

Maintenance has been nil. "I had to tighten one screw when a wire came loose and replace a 50-cent fuse. No oil changes. No spark plugs. I do have to check the water level in the batteries at least once a week, though," Morrison says.

Batteries now last about 18 months to two years and cost approximately $400 to replace, he says.

The Department of Energy says that electric cars get the energy equivalent of 185 miles to the gallon. Morrison estimates a cost of 1½ to 2 cents per mile operating expense, although, he says, he has not noticed any appreciable increase in his electric bills.

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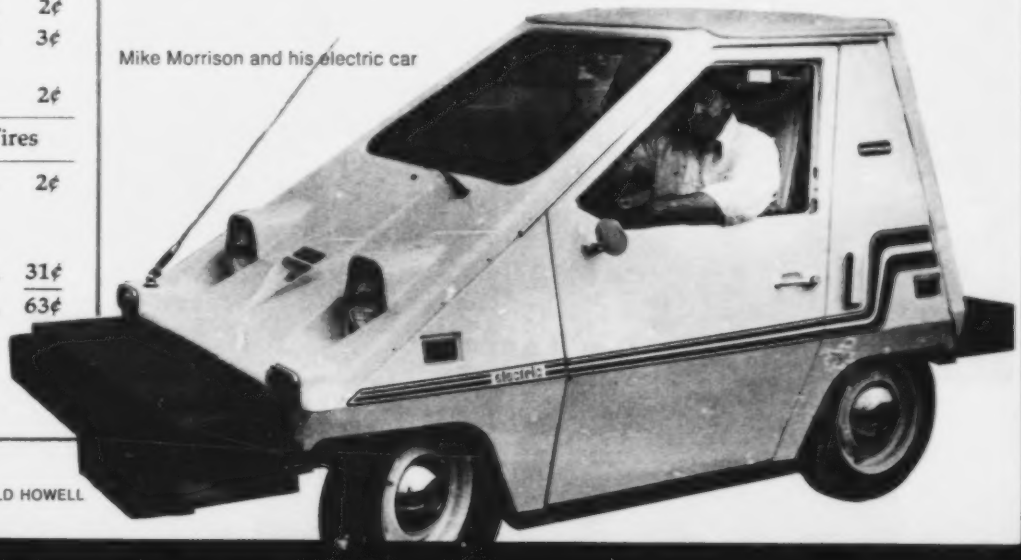


Mike Morrison and his electric car

PHOTOGRAPH BY HAROLD HOWELL

Postal Service Energy Reduction Strategies

The Postal Service is taking a number of significant steps to conserve energy, including:

1. Urging all vehicle contractors to use energy-efficient measures to reduce their gasoline and diesel fuel consumption.

2. Conducting energy conservation seminars for about 1,500 first-level maintenance and operations supervisors to teach them how to scale down energy consumption at their facilities.

3. Spending up to $50 million to make many of our larger buildings more energy efficient by adding insulation, altering electrical controls, etc.

4. Relamping all postal facilities with more energy-efficient bulbs.

5. Installing case lights on about 200,000 cases in lieu of general purpose lighting.

6. Taking a number of steps to save gasoline:

a. Teaching energy-efficient techniques to Postal Service drivers based on the Department of Energy's DECAT (Driver Energy Conservation Awareness Training) program.

b. Purchasing more electric vehicles.

c. Purchasing gas-efficient subcompact cars to deliver the mail.

d. Demotorizing by the end of FY 1980 up to 10% of the nation's 114,000 motorized city delivery routes, with a potential savings of about 2 million vehicle miles and more than 300,000 gallons of gasoline in 1980.

e. Assigning two or more carriers, where practicable, to one delivery vehicle.

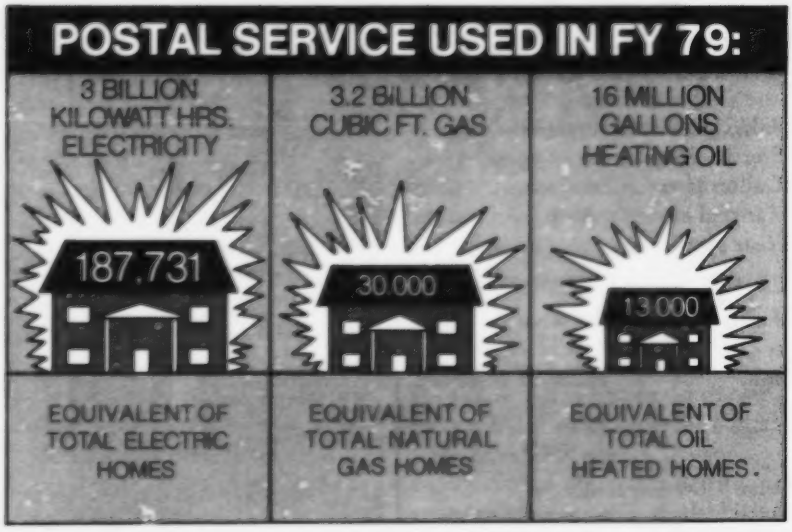
7. Reducing energy used for facility heating and cooling by maintaining thermostats in cold weather at 65 degrees Fahrenheit and 78 degrees Fahrenheit in warm weather.

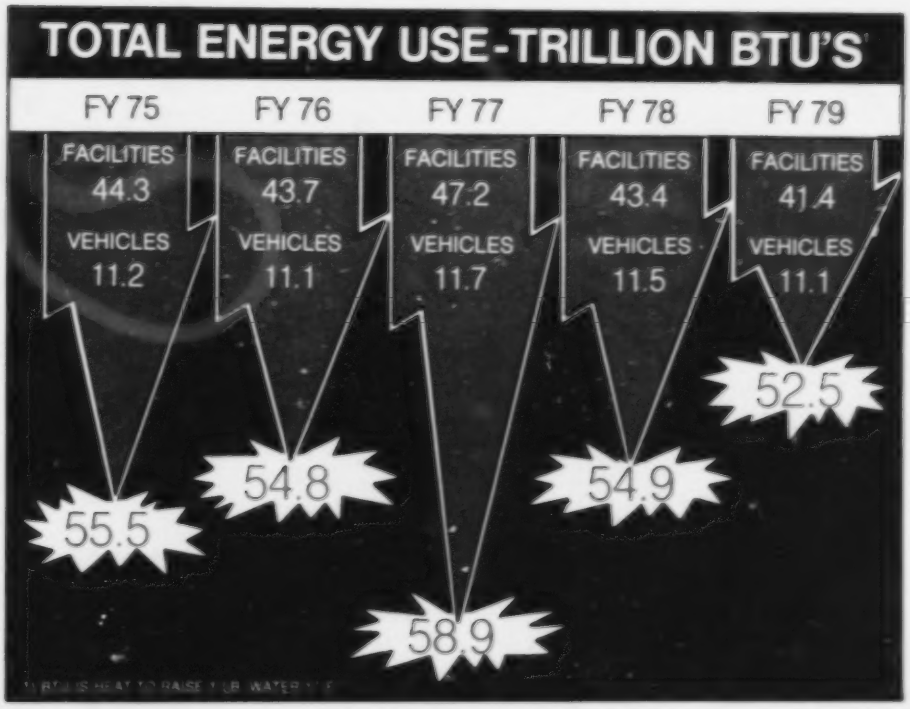
8. Exploring practical methods of harnessing power from the sun in six solar-supported postal facilities—Ridley Park, PA; Houston, TX; Boulder, CO; Guayama, PR; St. Louis, MO; and Aspen, CO.

9. Demonstrating a solar-heated hot water system in El Paso, TX. Similar demonstrations are expected in Tyler, TX; San Bruno and Simi Valley, CA; Virginia Beach, VA; and Las Vegas, NV.

10. Demonstrating the use of another alternate energy source—geothermal heat—this winter in Klamath Falls, OR.

11. Speeding employee energy suggestions through the postal system faster than ever in a maximum of 50 days. ■


POSTAL SERVICE USED IN FY 79:
3 BILLION KILOWATT HRS. ELECTRICITY
187,731
EQUIVALENT OF TOTAL ELECTRIC HOMES
3.2 BILLION CUBIC FT. GAS
30,000
EQUIVALENT OF TOTAL NATURAL GAS HOMES
16 MILLION GALLONS HEATING OIL
13,000
EQUIVALENT OF TOTAL OIL HEATED HOMES.



She speaks well for the post office

Mabel Knight says the nicest part of her job is talking to people. "I enjoy helping them with their postal needs," says the Seattle Post Office information clerk. "I like to be useful, but I guess everybody does."

Knight brings a special dedication to the job, 38 years of accumulated data and information about the Postal Service that she can call upon in answering customer inquiries.

On her neatly arranged desk are the usual postal manuals and copies of recent issues of several postal publications, including the *Postal Bulletin*, the *Western Regional Bulletin* and *Memo to Mailers*. But, her desk also has some of her own reference materials, such as a dictionary, an almanac, an atlas, plus notebooks with valuable information in her own handwriting. Knight frequently uses these other references for additional information that helps clarify the answer to a question.

Courtesy is an important ingredient that she brings to her work. She answers each call politely, clearly and patiently, making the customer feel comfortable and confident.

"Courtesy is graciousness," she says. "It is a quality of doing unto others as you would like to have done to you. It's really a respect for and consideration of others.

"Ninety-nine percent of my callers are nice and polite," she adds. "If a customer is nice to me, I just naturally feel like being nice to them.

"Occasionally, a customer will be angry or will want to needle me about something in the Postal Service," Knight notes. "I try to rise above that and remain courteous to them."

Monotony is the only unpleasant aspect about the job, she says.

"Sometimes every call seems to be about the same thing. It can really be boring. But, eventually a new call will come in and break the monotony."

Most callers want information on postal rates, domestic and foreign. Business mailers call about requirements for mailing permits. Major postal changes—such as new dimensional envelope sizes which were implemented last year—also bring many inquiries.

Knight enjoys receiving calls at home, too, even though she handles as many as 500 telephone in-

continued

quiries a day on the job.

"The calls at home are from friends who I enjoy talking with," she says. "I serve on the telephone committee of the Business and Professional Women's Club I joined a couple of years ago. Twice a month I place about 15 calls to members to remind them of upcoming meetings. But, I don't mind it."

Many customers ask for Knight by name when seeking postal information. One such customer is June Anderson Almquist, associate newsfeatures editor of the *Seattle Times* newspaper. She called Knight for many years and had always wanted to meet her. One day she came by the Seattle Post Office, met the information clerk, and wrote a column about her.

She wrote, "Over the years I became curious to meet the lady with the nicest voice. Her person matches her voice. She's friendly and has a lovely smile. Mabel Knight has got to be the perfect telephone information clerk—she can always give the right answer in the nicest voice." ■

—Ernie Swanson

The art of saying it nicely

Complaints are important to the Postal Service. They help us pinpoint trouble spots and problem areas. And they give us an opportunity to turn a dissatisfied customer into an informed and understanding one.

The key to this turnaround is how we treat the complaining customer.

Employees should always answer telephone calls courteously, promptly and clearly. A "hello" is certainly warmer than a "yeah." And identifying yourself is much better than just saying, "post office." State your name and the specific name of your office: "Hello, this is Jane Doe, Claims and Inquiry."

Let customers explain their complaints in their own way.

If they make an accusation, remain calm. It is better for the customer to express dissatisfaction to the Postal Service—(YOU represent the Postal Service)—than to the public. The Postal Service then has the opportunity to take some corrective action.

If you have to refer the customer to someone else, be sure that the second party is the right person and is available. Perhaps nothing infuriates a caller more than to be shunted from one individual to another.

When you receive a complaint, your attitude is a major factor in its resolution.

Here is a recommended approach:

(1) Apologize *if the problem was the Postal Service's fault. Remember, you represent the USPS to the caller. Advise the customer that the Postal Service regrets any inconvenience.*

(2) Explain *to the customer why there was a problem if there indeed was one. Most people tend to respond positively to a legitimate explanation.*

(3) Inform *customers of the proper application and use of postal rules and regulations. A customer may well misunderstand them, and he or she should not be criticized if this is so.*

(4) Assure *the customer that we're doing everything we can to see that the problem does not recur.*

(5) Appreciate *a complaint. Let the customer know that you do because when we know something is wrong we can take steps to correct it.*

(6) Invite *the customer to call anytime there is a problem or a complaint or a misunderstanding or the need for a clarification. You—meaning the Postal Service—are there to help.*

And, don't forget to record a complaint on the Consumer Service Card. ■

THE WINNERS

The Street-Wise Safety Contest in the July-August issue of Postal Life was not an easy one. Entrants had to match 15 safety captions with 15 posters that have appeared over the years in postal facilities.

Five people won cash awards and 25 won 1979 Mint Sets of U.S. commemorative stamps. All winners were selected at random from the correct entries.

First Prize ($150)
Marna Brooking
Heron, MT
PTF clerk
Heron, MT

Second Prize ($100)
Len Gordon
Hicksville, OH
Mark II operator
Main Post Office
Fort Wayne, IN

Third Prize ($75)
Carol Klimakowski
Brick, NJ
Distribution clerk
Brick, NJ

Fourth Prize ($50)
Mariano L. Crespo
Lajas, PR
Regular carrier
Cabo Rojo, PR

Fifth Prize ($25)
Revenia I. Stuart
Valliant, OK
Officer-in-charge
Haworth, OK

Sixth through Thirtieth:

Patricia M. Kolich
Kansas City, KS
Supervisor, employment and services
Kansas City, KS

Denise R. Davila
Grandview, MO
Senior stenographer
Kansas City, MO

Phyllis Woliver
Axton, VA
Rural carrier
Cascade, VA

Alois Kurzynski
Stevens Point, WI
Rural carrier
Stevens Point, WI

James W. Oliver
Atlanta, GA
Accounting technician
Atlanta, GA

Peggy C. Letts
Granger, IN
MPLSM clerk
South Bend, IN

Glenn O. Hughes
Blue Springs, MO
P.P. machine distribution clerk
Kansas City, MO BMC

Al Kuehnl
St. Paul, MN
Letter carrier
New Brighton, MN

John J. Grimes
Watertown, MA
Letter carrier
Watertown, MA

David Langston
Ellensburg, WA
Fireman laborer
Ellensburg, WA

Diane Seifert
Oregon City, OR
Postmaster
Estacada, OR

Janice Herstine
Milford Square, PA
PTF clerk
Milford Square, PA

Allan Kirkelie
Tolley, ND
Postmaster
Tolley, ND

LaVerne Andersh
Brookings, SD
Postmaster
Brookings, SD

Larry G. Hart
Midwest City, OK
Clerk
Oklahoma City, OK SCF

Thomas C. McCormick Jr.
Williamsburg, VA
Rural carrier
Main Post Office
Williamsburg, VA

Howard C. Collins
Sheffield Lake, OH
Window clerk
Bay Village Branch
Cleveland, OH

Brian Simmons
Warwick, RI
Flexible distribution clerk
Main Post Office
Providence, RI

Randy Odom
Clovis, CA
Flexible MPLSM clerk
Fresno, CA SCF

Bob Wright
Staten Island, NY
Carrier
Staten Island, NY

Arlo T. Hasselbring
St. Louis, MO
MPLSM distribution clerk
Main Post Office
St. Louis, MO

Olive H. Lewis
Gray, ME
Clerk
Gray, ME

Glenn Inouye
Mililani, HI
Letter carrier
Honolulu, HI

George R. Stogsdill
Bloomington, IN
Rural carrier
Bloomington, IN

Virginia I. Cardinia
Wappingers Falls, NY
Mail handler
Poughkeepsie, NY SCF

JANUARY

1981 POSTAL CALENDAR

S	M	T	W	T	F	S
MAKE SAFETY A NEW YEAR'S RESOLUTION				1 NEW YEAR'S DAY	2 PAYDAY	3
4	5	6	7	8	9	10
11	12	13	14	15	16 PAYDAY	17
18	19	20	21	22	23	24
25	26	27	28	29	30 PAYDAY	31

FEBRUARY

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13 PAYDAY	14
15	16 WASHINGTON'S BIRTHDAY	17	18	19	20	21
22	23	24	25	26	27 PAYDAY	28

DRIVE EXTRA SLOW WHEN THERE'S RAIN, ICE OR SNOW!

MARCH

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13 PAYDAY	14
15	16	17	18	19	20	21
22	23	24	25	26	27 PAYDAY	28
29	30	31	WIPE UP SPILLS BEFORE THEY WIPE SOMEONE OUT!			

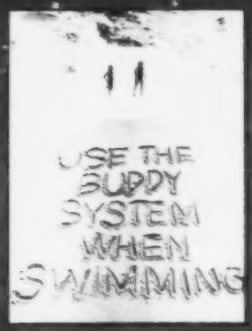
APRIL

INATTENTION INVITES INJURY.			1	2	3	4
5	6	7	8	9	10 PAYDAY	11
12	13	14	15	16	17	18
19	20	21	22	23	24 PAYDAY	25
26	27	28	29	30		

MAY

S	M	T	W	T	F	S
					1	2
	DON'T SHIFT INTO GEAR BEFORE CHECKING THE REAR					
3	4	5	6	7	8 PAYDAY	9
10	11	12	13	14	15	16
17	18	19	20	21	22 PAYDAY	23
24/31	25 MEMORIAL DAY	26	27	28	29	30

JUNE



S	M	T	W	T	F	S
	1	2	3	4	5 PAYDAY	6
7	8	9	10	11	12	13
14	15	16	17	18	19 PAYDAY	20
21	22	23	24	25	26	27
28	29	30	DON'T BLOCK DOORWAYS OR EXITS.			

JULY

S	M	T	W	T	F	S
ACCIDENTS NEVER TAKE A HOLIDAY BE CAREFUL			1	2	3 PAYDAY	4 INDEPENDENCE DAY
5	6	7	8	9	10	11
12	13	14	15	16	17 PAYDAY	18
19	20	21	22	23	24	25
26	27	28	29	30	31 PAYDAY	

AUGUST

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14 PAYDAY	15
16	17	18	19	20	21	22
23/30	24/31	25	26	27	28 PAYDAY	29

WEAR SENSIBLE SHOES
WITH SLIP RESISTANT HEELS AND SOLES

SEPTEMBER

CHILDREN SHOULD BE SEEN		1	2	3	4	5
6	7 LABOR DAY	8	9	10	11 PAYDAY	12
13	14	15	16	17	18	19
20	21	22	23	24	25 PAYDAY	26
27	28	29	30	AND NOT HURT. DRIVE EXTRA CAREFULLY WHEN SCHOOL OPENS.		

OCTOBER

S	M	T	W	T	F	S
GOOD HOUSEKEEPING STOPS FIRES BEFORE THEY START				1	2	3
4	5	6	7	8	9 PAYDAY	10
11	12 COLUMBUS DAY	13	14	15	16	17
18	19	20	21	22	23 PAYDAY	24
25	26	27	28	29	30	31

NOVEMBER

S	M	T	W	T	F	S
1	2	3	4	5	6 PAYDAY	7
8	9	10	11 VETERAN'S DAY	12	13	14
15	16	17	18	19	20 PAYDAY	21
22	23	24	25	26 THANKSGIVING DAY	27	28
29	30	BEND YOUR KNEES TO LIFT WITH EASE.				

DECEMBER

SEASONS' GREETINGS SHOULDN'T BE A GET WELL CARD!		1	2	3	4 PAYDAY	5
6	7	8	9	10	11	12
13	14	15	16	17	18 PAYDAY	19
20	21	22	23	24	25 CHRISTMAS	26
27	28	29	30	31	HAVE A SAFE AND HAPPY HOLIDAY SEASON!	

IN APPRECIATION...

...for Good Service

1955.

Ike was in the White House, James Dean was a "Rebel Without a Cause," Davey Crockett caps were the rage, teen-agers were dancing to "Rock Around the Clock," and there were about 155,000 people working for the Post Office Department who are still employed by the Postal Service.

Twenty-five years of service with one organization is something to be proud of, and Postal Service employees who have been around at least that long will be able to display that pride when the Service Award Pins program begins this November.

Employees with 25 or 35 years of service will receive silver and gold-filled lapel pins, respectively, that feature the USPS emblem. The pins measure slightly more than a half-inch square and can also be used as tie tacks.

They are being issued as a means of recognizing the thousands of postal employees who put in years of conscientious, dependable service, but perhaps have never been singled out for any outstanding achievement. The service pins will be a formal recognition of the contributions they have made to the Postal Service over their lengthy careers.

"The fact that about 24% of our workforce has been with us at least 25 years is an indication that the Postal Service is a good place to work and that the Postal Service is an organization of professionals," says Postmaster General William F. Bolger, who has been a postal employee himself for almost 40 years.

The Postal Data Centers will furnish computer printouts every April and October to inform management of the number of employees who are eligible for the award. The pins will be ordered from area supply centers in Somerville, NJ, and Topeka, KS, and presented to employees along with a letter of appreciation signed by the installation or department head.

...for Special Achievement

Doing an outstanding job can now be more financially rewarding for postal employees.

The Incentive Awards Program has recently doubled the amount of money that can be awarded to employees who are singled out for exceptional job performance.

Employees who have earned a special Achievement Award will now receive up to $500. Meritorious and Distinguished Service awards are worth $1,000 and $2,500.

Increasing the awards to reflect today's higher cost of living was recommended by Carl Ulsaker, Senior Assistant Postmaster General for Employee and Labor Relations Group. Last year 11,608 employees received nearly $1.7 million in awards. That figure is expected to increase significantly this year.

Increased emphasis has been placed on using incentive awards by Postmaster General William F. Bolger. The PMG has stated his support of the program and has asked all managers to step up their efforts to ensure every deserving employee is recognized.

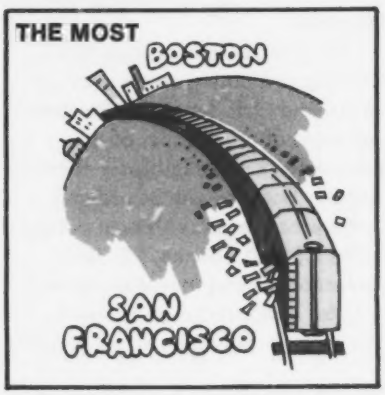
The Incentive Awards Program began in 1954 for all government agencies. It was designed to reward employees whose job performance and adopted ideas benefit the government and are substantially above normal job requirements.

Special Achievement Awards can be given to all bargaining employees and all other employees on a step schedule. The award may be given for exceeding the normal work requirements for at least 12 consecutive months, inventions and special acts or services that exceed normal work requirements.

Meritorious Service is a one-time contribution of excellent individual performance. Distinguished Service, the highest achievement award, is bestowed for a contribution or performance of major importance to the Postal Service. All employees except PCES are eligible for Meritorious and Distinguished Service awards.■

GOING TO

When Forrest Reubin Ball jumps in his Jeep each morning at the Leakesville, MS, Post Office, drives over the backroads of Greene County, finishing his delivery in just six hours, it's something of a postal record. His 350 deliveries are strung out along 170 miles—the longest rural route in the nation.



For Rose Berning, on the other hand, delivering Mt. Angel, OR's, auxiliary rural route is a real snap. It's only 1.8 miles to the high rise she serves—the shortest rural route in the country.

Or, if delivering mail in a section of the world nearly 7,000 miles long and 2,500 miles wide makes the Western Region our largest geographical area with 17.5 million square miles of land and water, then the Northeast Region's 88,500 square miles is our smallest.

To say the U.S. Postal Service is a gold mine for superlative hunters is no exaggeration. It's great fun tracking down everything from the largest to smallest, most to least and oldest to newest.

With nearly 120,000 city delivery and more than 35,000 rural delivery routes, the USPS is the world's largest postal system, handling enough mail last year to fill a train of boxcars stretched from Boston to San Francisco.

It has nearly 664,000 employees, almost equal to the population of Washington, DC, and its 203,436 vehicles constitute the third largest fleet in the Western world. Rural carriers alone roll out enough mileage each day to equal nearly four roundtrips to the moon.

Postal records span not only miles but also centuries. In Boston the oldest post office of record is Fairbanks Tavern, appointed in 1639 to send and receive mail for the Colonies.

And, in Hinsdale, NY, the post office there survives as the nation's longest operating facility, continually occupying its same quarters since 1816.

If Hinsdale is the longest operating postal facility, Ridley Park, PA, Post Office is its modern cousin because postal technology and ecology have cooperated there to produce the nation's first total solar energy facility.

Rain or shine, though, the New York Post Office ranks largest among offices in receipts and mail volume, handling more than 4.5 billion pieces last year and nearly $560 million in revenue.

Even the New York Post Office stations are giant-sized. Morgan Annex's 6,905 employees make its complement greater than the majority of sectional centers.

However, the Chicago Post Office houses 17,000 employees, which makes that facility number one in terms of postal employees under one roof. Also, Chicago is the largest postal facility—3 million square feet—and the only post office with an eight-lane highway cutting through its second floor.

The Central Region has the most states—13; the most MSCs—94; the most post offices—10,799; and the most deliveries—22.5 million.

The Northeast Region has the

EXTREMES

least number of MSCs—34, and the world's first completely mechanized post office in Providence, RI, built in 1960.

The Eastern Region, with its eight states, 37 MSCs and 5,212 post offices, has the fewest employees—92,940—and fewest deliveries—11.3 million.

THE HOTTEST

The Southern Region, encompassing one of the fastest growing areas, has the nation's smallest post office—Ochopee, FL—and the longest star route, which begins in Seattle, WA, and ends in Dallas, TX, more than 2,500 miles away.

THE COLDEST

With boundaries extending from Mexico north to Alaska and from Saipan to the midwestern U.S., the

THE HIGHEST

Western Region has its own brand of postal enchantment. It includes Polynesian Pago Pago in American Samoa, which is both the westernmost and southernmost post office in the country, and it has the easternmost post office in Majuro, Marshall Islands, since it sits on the other side of the International Date Line.

Barrow, AK, is northernmost, but Wainwright, AK, is coldest with −9 degrees Fahrenheit average temperature in the winter; the sun doesn't rise there from December through January. In the summer, however, Wainwright becomes the nation's bright spot, since the sun doesn't set then.

Death Valley, CA, meanwhile,

THE ONLY ACTIVE

is the nation's hot spot. Temperatures soar to about 125 to 130 degrees Fahrenheit in the summer, cooling (excuse the exaggeration) to about 100 degrees at night.

And, if temperatures soar in the Western Region, so does the geography. Leadville, CO, sits 10,200 feet above sea level in the Rocky Mountains as the country's "highest" post office, and the Mecca, CA, Post Office sits 197 feet below sea level, making it the lowest office in the postal system.

The Western Region has the nation's only active volcanoes—

THE LAST

Mount St. Helens in Oregon, and the less threatening Mauna Loa in Hawaii—and its Ketchikan, AK, Post Office has the highest numbered ZIP code at 99950, while the lowest is Reader's Digest Association in Pleasantville, NY—00401.

And in the did-you-know vein of *superlatives, there is still a horse*-mounted route left in this country. When the going gets tough in Advent, WV, rural contract carrier Lloyd Parson gets going delivering the mail on horseback in the spring and winter months when the mud prevents vehicles from getting through. ■

—Dani Oddone

Top, on his last day on the job, John Hart says goodbye to one of his customers, Marilyn Hathaway. Above, a local television crew stops Hart on his final rounds to ask him some questions. Hart was the subject of a TV news report on his popularity with his customers.

Above, Daisy Vaughan has a cup of coffee for Hart on final day. Right, Hart has a goodbye hug for Jane Schm

PHOTOGRAPHS BY PATRICK S. McCABE

Heart to Hart

In between the hugs and kisses, the hand shakes and slaps on the back from the crowd of well-wishers that gathered around him, John Hart, a Washington, DC, letter carrier, searched for the right words. He tried to explain the outpouring of affection toward him that the residents on his Bethesda, MD, route were showing at a party in honor of his retirement.

"The whole story is love," he finally managed to say before his attention was diverted back to his adoring customers. "I've been special to them and they've been special to me."

But his attempt at making an outsider understand was modest and cursory. The task was left to the people he had served for 23 of his 29 years in the Postal Service. For them it came easily.

"When Mr. Little (a deceased neighbor) was in the hospital with cancer, John went to visit him," re-

continued

Left, Colin Denney's sign says it all, and, below, some of the people who gathered to wish John Hart well his last day. Photographers from the press record the event.

John Hart signs were in abundance his last day on the job.

calls Elizabeth Feifer, a customer on his route. "Mr. Little told John he was worried that when he died Mrs. Little wouldn't be able to take care of their big yard by herself.

"John said he would look after the yard. That was 14 years ago and John is still tending the yard.

"He's one person who truly thinks of others. He just gives of himself like people don't do anymore."

Hart's daily contact with residents of the Green Acres/Glen Cove neighborhood in Bethesda didn't end with the last delivery of his work day. For Hart, a deeply religious man, the residents of Green Acres/Glen Cove were his flock to tend. He more or less adopted the community.

When a new family moved onto his route, Hart would ring their door bell, introduce himself, tell the newcomers who their neighbors were, and leave after offering to be of any assistance he could. He regularly visited residents who were hospitalized and kept his eye on the homes of those he knew were away on vacation.

It was not unusual for Hart to bring his church choir to the home of a resident he knew was sick to entertain him or her on a Sunday afternoon. Often, after the end of his work day, he would return to the neighborhood to help residents paint their homes or perform other chores. He shared in the close-knit community's joys and sorrows, attending weddings and funerals.

On Hart's last day of work the homes along his route were decorated with banners and placards that spoke of the love his customers felt for him. A week later they demonstrated their feelings with a picnic and an appreciation ceremony at which Hart and his wife of 32 years, Lucille, were guests of honor.

About 250 people were on hand for John Hart Day, among them young men and women he had known since they were youngsters, tagging along after him while he delivered the mail. Hart was as popular with children as he was with adults.

"He raised a generation of children in this community," says Feifer.

Among them was 16-year-old David Ohlrich, whose mother, Gay, credits Hart with teaching her son a primary skill while at the same time teaching her a lesson in patience.

"David was five and was going into kindergarten in the fall, but he still hadn't learned to tie his shoes. I tried and tried to teach him, but he just would not learn.

"One day I was bemoaning the fact that I was going to have the only kid in college who would have to wear buckled shoes when John came by and told me to calm down. He sat David down and in one lesson taught him to tie his shoes."

"We're not doing this because he's our letter carrier," says another resident, Letha James. "He's a part of this community. He's someone very special to us."

"John practices what he preaches," says Bethesdan Ralph Gooch. "He's devoted not only to his family, but to the families he comes in contact with. He's been a real asset to the Postal Service."

As for Hart, he says he was only doing what seemed natural. "I just love people and I try to do whatever I can to make people happy."

Even in retirement Hart says he plans to continue looking after the needs of the community.

He joined the Postal Service after working five years for the Internal Revenue Service. "I came from a family of 10 and my dad was a coal miner," he says. "His advice to us kids was to get a high school education. After that he said it was up to us. He said whatever profession we chose we should do the best we could at it. If we were going to be ditch diggers, we should be good ones.

"I chose my career and I tried to do the best I could at carrying the mail."

To the never-ending gratitude of residents of Green Acres/Glen Cove. ■

—Ralph Stewart

A farewell embrace from a customer. Hart plans to continue to be a friend to his adopted community.

KEEPING POSTED

More than 7,500 postal employees responded to the Postal Life Reader Survey in the May/June issue of the magazine, and, although the results are not scientific, a number of conclusions can be made from the poll. For instance, most readers tend to be satisfied with Postal Life in terms of the stories being "just right" in content and tone. Readers also told us they want more space devoted to articles on benefits and retirement and less space given to sports, contests and employees' hobbies. Overall, 31% of the respondents were clerks, 26% city carriers, 15% EAS people, 8% small office postmasters and 4% rural carriers. Hundreds of them took the time to write comments in the space provided. The one we enjoyed most came from a clerk in Washington, DC, who wrote: ". . . I love my job and I do not care if some people think I am odd. Hooray for the post office!" The comments, suggestions and ideas offered are still being evaluated, and many of the suggestions will begin appearing in future issues of the magazine as Postal Life keeps trying to provide the type of information helpful and important to its readers.

David Jackson Jr., director of the National Post Office Golf Association (N.P.O.G.A.), died in September in East Liverpool, OH, after a brief illness. Jackson, a clerk in the East Liverpool Post Office who had approximately 21 years of service, spent more than 14 years developing a golf association for postal employees. He arranged and held more than 60 golf tournaments, and he was a sponsor and director of the Annual National Post Office Day of Golf at the Firestone Country Club in Akron, OH.

Many disabled distribution clerks in the Oklahoma City, OK, Post Office are remaining productive in their jobs, thanks to Carl R. Smith. Smith, the sectional center director of Employee and Labor Relations, designed a modified distribution case which permits workers with restricting back injuries or limited arm movements—the most common disabilities—to perform mail sorting duties. The 48-separation unit for letters or flats stands about half as high as a regular letter distribution case and consists of four sections positioned in front and on either side of the employee. A cushioned swivel chair and an optional foot stool replace the standard crutch and rest bar used with a case.

One of the country's leading financial institutions—Citicorp—has developed a program in which Express Mail service plays an integral role. Citicorp has a computerized system, called Password, that allows consumers to buy travelers' checks by telephone and receive them by Express Mail. Once signed up for the service, travelers can call a toll-free number, mention a personal password and place an order for checks. After a facsimile of the customer's signature is printed on the checks, they are shipped Express Mail.

A high-speed international electronic message system, INTELPOST, began operating in September between the U.S. and Canada. The U.S. Postal Service developed INTELPOST, which was designed to use satellite transmission and facsimile equipment to reproduce messages. Regulatory delays in this country, however, prevented USPS from launching the service on a commercial basis. But these delays did not stop Canada and the United Kingdom from inaugurating INTELPOST last summer. Now, we've been able to kick off the service between two U.S. cities—Washington, DC, and New York—and Toronto, Canada. Potential large-scale users of INTELPOST include the banking and manufacturing industries, multi-national organizations, news and information services and federal government agencies. The $5 per page fee for INTELPOST service covers transmission of a message and delivery of hard copy to an addressee the following day by regular mail service. In some instances, same-day delivery is available, and special delivery is provided at an extra charge.

The 1980 Christmas season stamps, issued Oct. 31, were released in two locations. The Art Masterpiece stamp, depicting a detail from a stained glass window in the Washington Cathedral, was issued in the nation's capital; the contemporary design stamp, showing antique toys on a window sill, was issued in Christmas, MI. Different legends appear on the two stamps. Across the bottom of the stained glass window design, in one line of black type, is "Christmas USA 15¢." The other stamp has two lines of type: "Season's Greetings" in red and "USA 15¢" in black. Esther Porter of the Bureau of Engraving and Printing designed the Art Masterpiece stamp while Patrick S. McCabe, a Postal Service photographer whose work often appears in Postal Life, took the photograph depicted on the stamp. Bob Timberlake of Lexington, NC, designed the second stamp. Both Christmas season stamps are being printed in the standard commemorative size instead of the regular stamp size.

POSTAL PERSONALITIES

Jack Juech

I just happened to walk into an antique shop in Milwaukee one day and saw an album of post cards," recalls Jack D. Juech, a distribution clerk in the Main Post Office in Milwaukee. That chance encounter with the past prompted Juech in 1972 to start collecting picture post cards. He now has 39,000.

"The best ones," he says, "are from before World War I. Most of them come from Germany, and the printing process, among other things, gives them a special quality."

Juech houses his collection in file drawers in his home in Oconomowoc, WI. He says his favorite is a picture of a pin up, the wife of the artist who signed the card. "The scarcest cards are those usually signed by artists," he adds, "and some of them are worth up to $200."

Juech's collection has won several ribbons in various card shows, and Postmaster Sarah Jane Abbott traditionally displays some of the clerk's cards in the lobby of the Oconomowoc Post Office before holidays like July 4 and Valentine's Day. ■

Bernie and Tilly Garcia—he's a letter carrier in Tooele, UT, and she's a manager in an amusement center—are the first husband and wife team on the U.S. National Karate Team and will be in Spain in November and December representing the U.S. men's and women's teams in the world championship competition.

Tilly & Bernie Garcia

Both are third-degree black belts in Japanese karate. There are eight degrees in black belt, the highest belt a competitor can earn.

Bernie, 32, joined the post office 10 years ago. At 5 ft. 4 in., he was concerned about his stature and felt the need for self-defense. "I wanted to be tough, too," says his 28-year-old, 5 ft. wife. So, they both got into the sport.

A few months ago, they won medals in the 1980 Amateur Athlete Union national karate competition in Norfolk, VA. She got a gold in the advanced women's division; he garnered a bronze in the advanced men's unit.

Last winter, they were invited to the Lake Placid, NY, Winter Olympics to lobby for including karate in the Summer Games, and they've been invited to attend the Alternative Olympics next summer in Santa Clara, CA. The Alternative Olympics are for those countries that boycotted the Moscow Games last summer. ■

Chuck Loer, a tour 1 electronic technician in the Norfolk, VA, Post Office, says he's a confirmed do-it-yourselfer. "It's just the most economical way to do something,"

Chuck Loer, his car and "Fantasy Cove" home

he explains.

So, several years ago he built a car from a model kit. He gets 31 miles to the gallon with it. And, now he's put the finishing touches on a retirement home at Lake Gaston, NC, which is on the Virginia-North Carolina border. (He also built the sailboat he uses on the lake.)

It took him nearly two years to complete the 3,000 sq. ft. home which he and his wife dubbed "Fantasy Cove." "We came up with the name from watching 'Fantasy Island' on TV and from seeing a movie 'Pleasure Cove,' " he says.

Until Loer retires in about eight years, he is using the Lake Gaston house weekends and vacations.

It sits on a one-acre rolling lot with natural sand beach, and the house has three floors, three baths, three bedrooms, a cathedral ceiling living room and full basement.

Attentive to energy conservation, Loer installed a large heat pump system that heats and cools the house, but a wood stove connected to the main duct system can do the heating job alone. A home-made copper coil heats the hot water free when the wood stove is in use.

The house's placement on the lot and the expanse of insulated glass and 6 ft. by 20 ft. chimney act as passive solar collectors, allowing a 10-degree gain in temperature on sunny winter days. Shade trees and louver drapes prevent heat gain in summer.

A 52-in. casa-blanca fan recovers heat from the cathedral ceiling in winter and adds a cooling breeze in summer.

Appraised at $123,000, Loer spent $56,000 in materials building the retirement abode. ■

Mary Braswell

Mary Braswell, a vehicle operations clerk in San Diego, CA, is the newest member of the Postal Life Advisory Board, representing the Western Region for the next year.

Braswell, in vehicle operations for more than a year, was a data collection technician back-up previously. She had also worked in mail processing and the box section.

But, with 10 years of postal service, she finds her current job the most rewarding. "I grew up in Daytona Beach, FL," she says, "where my father was an avid race car fan, so I think I grew up with vehicles in my blood.

"I even thought once of becoming a female stock car driver, so maybe I was a natural for working around vehicles, drivers and mechanics.

"Working in vehicle operations," she says, "has been very interesting and rewarding. Being the only woman there, I have had some adjustments to make, but the people I work with have made it easier. I especially like taking care of the vehicle hire contracts and GSA (General Services Administration) vehicles. Sometimes things get quite hectic, but I enjoy it."

Over the years she has taken college courses in accounting and business law. She also has a certificate in data processing, and eventually she plans to pursue a management position with the Postal Service.

The mother of two children—a 20-year-old son and a nine-year-old daughter—Braswell's hobbies are reading and music. ■

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POSTMASTERS
When an employee moves, please remind that person to fill out PS form 1216 (Employee's Current Mailing Address) and to submit it to the personnel office in the post office where he works, making certain the employee's Social Security Number and the office's finance number are included. Do not send change of address to Postal Life.

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COVER PHOTOGRAPH BY PATRICK S. McCABE

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